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INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

(51) International Patent Classification 6:

(11) International Publication Number:

WO 99/33016

G06F 17/60, 15/46, G06K 5/00

(43) International Publication Date:

1 July 1999 (01.07.99)

(21) International Application Number:

PCT/US98/27496

A1

(22) International Filing Date:

22 December 1998 (22.12.98)

(30) Priority Data:

08/995,591

22 December 1997 (22.12.97) US

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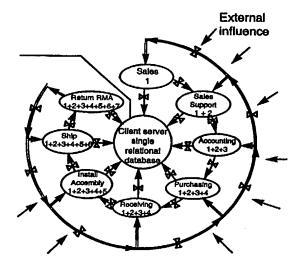
(74) Agents: URE, Michael, J. et al.; Burns, Doane, Swecker & Mathis, L.L.P., P.O. Box 1404, Alexandria, VA 22313-1404 (US).

(81) Designated States: AL, AM, AT, AU, AZ, BA, BB, BG, BR, BY, CA, CH, CN, CU, CZ, DE, DK, EE, ES, FI, GB, GE, GH, GM, HR, HU, ID, IL, IS, JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV, MD, MG, MK, MN, MW, MX, NO, NZ, PL, PT, RO, RU, SD, SE, SG, SI, SK, SL, TJ, TM, TR, TT, UA, UG, US, UZ, VN, YU, ZW, ARIPO patent (GH, GM, KE, LS, MW, SD, SZ, UG, ZW), Eurasian patent (AM, AZ, BY, KG, KZ, MD, RU, TJ, TM), European patent (AT, BE, CH, CY, DE, DK, ES, FI, FR, GB, GR, IE, IT, LU, MC, NL, PT, SE), OAPI patent (BF, BJ, CF, CG, CI, CM, GA, GN, GW, ML, MR, NE, SN, TD, TG).

Published

With international search report.

(54) Title: INTEGRATED BUSINESS-TO-BUSINESS WEB COMMERCE AND BUSINESS AUTOMATION SYSTEM



(57) Abstract

The present invention, generally speaking, provides software that enables end-to-end, business-to-business Web commerce (Web business, or e-business) and that automates to the greatest degree possible, in a unified and synergistic fashion and using best proven business practices, the various aspects of running a successful and profitable business. Web business and business automation are both greatly facilitated using a computing model based on a single integrated database management system (DBMS) with intrinsic data synchronization that is either Web-enabled or provided with a Web front-end. The Web provides a window into a "seamless" end-to-end internal business process. The effect of such integration on the business cycle is profound, allowing the sale of virtually anything in a transactional context (goods, services, insurance, subscriptions, etc.) to be drastically streamlined.

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INTEGRATED BUSINESS-TO-BUSINESS WEB COMMERCE AND BUSINESS AUTOMATION SYSTEM

BACKGROUND OF THE INVENTION

1. Field of the Invention

The present invention relates to business-to-business Web commerce and to business automation systems.

2. State of the Art

Web commerce may be defined as the use of a computer network, such as the Internet, to do business, such as buy and sell products or services. Although Web commerce is still in its infancy, relatively speaking, Web commerce is predicted by some to soon become the dominant mode of business practice. Web commerce allows business to move much more quickly, without the burden and cost of paperwork.

Despite the promise of Web commerce, current Web commerce software is typically of very limited capability. Most Web commerce is consumer-oriented rather than business-oriented. The tacit assumption is that the purpose of the Internet should be to enrich people's personal lives more than to enable business to move at light speed. Furthermore, typically each transaction is treated in isolation. No on-going course of business is assumed or facilitated.

Material management functions such as procurement represent a substantial expense and burden for medium and large businesses. Purchases are typically subject to approval at multiple levels. In the case of the purchase of a computer, for example, an employee might submit a purchase request to the employee's supervisor, who might approve the request and forward it to the MIS (Management Information Systems) department, which might approve the request and forward it to accounting for budgetary approval. The real cost of such a process is estimated to be as much as \$100 per purchase request. Furthermore, the time required for such a process to be completed may be weeks or months. In the meantime, productivity may suffer.

Purchasing, moreover, is only part of the larger problem of material management. Once materials have been procured, typically they must be tagged, tracked and accounted for, both physically and in accounting terms such as depreciation, etc. The latter activities may either be conducted in an organized fashion, often at considerable expense, or haphazardly, with marginal effectiveness.

Existing Web commerce software is likewise fraught with problems for the selling company. When an order is placed through the Web, it typically results in a fax or email, information from which must be manually entered into an internal sales system that may or may not be linked to other closed systems such as accounting, human resources, purchasing, assembly, etc. Even if these various systems are linked in some fashion, such linking is fixed, not responsive to change. Hence, once an entry is made, depending on the degree of automation, additional manual intervention may be required to achieve the desired final result, e.g., ship a product to a customer. The purchaser is typically unable to determine the status of an order without placing a call or sending an email. Moreover, order fulfillment is again only a part of the larger problem of total customer satisfaction (which is in turn only a part of the larger problem of running a successful, profitable business). Returns are bound to occur and must typically be handled manually, typically by a Return Merchandise Authorization (RMA) or traffic department. Also, some fraction of shipments are bound to be lost, damaged or mis-shipped. Related insurance claims typically must also be handled manually both by the traffic and accounting departments. Even though the foregoing activities are closely related functionally, the mechanisms for handling these activities, whether manual or automated, are often ad hoc, because of the unanticipated, non-routine, but inevitable nature of such events.

On a business-wide scale, the same is largely true: the various activities of the business, while they may be separately automated, are not automated in a unified, synergistic fashion. Automation is typically performed by automating, testing WO 99/33016 PCT/US98/27496

and implementing fixed, linear work flows for a fixed environment, resulting in systems that are not adaptable to the real, changing business environment. Most often, different departments each have separate database systems with the departments being linked by a local- or wide-area network. A person in one department obtains information from a different department by sending an email and requesting a report. Referring more particularly to Figure 1, in accordance with a typical model of business automation, various departments (e.g., sales, sales support, customer service, accounting, purchasing, receiving, engineering, assembly, shipping) are separately automated but linked together by a computer network (e.g, LAN, WAN). Each department interfaces to multiple different departments in an essentially manual fashion but using modern electronic communications tools—phone, fax, email, computer hardcopy, etc. Comparison of the resulting overall business process to a Rube Goldberg invention is apt, if mildly exaggerated. The process entails repeated transmission of duplicate information to different departments and repeated transmission of additional information and instructions to different departments on an as-needed basis. The party transmitting the information controls the amount and quality of information conveyed. The party receiving the information has no control over the information or the quality of the instructions received but rather is entirely dependent on the party transmitting the information. Duplication occurs both within departments and between departments. An external influence to the system (a call from a customer or vendor, a new customer account, a ruffled employee) can and often does cause a flurry of activities, but often produces less-than-commensurate positive results because of the inherent inefficiency of the system. The process, because it is ill-defined, is not easily reversible when an error has been made. In most systems, mistakes must be propagated to the end of a work flow before reversal can occur.

The foregoing model results in the fragmentation of information— "the right hand does not know what the left hand is doing." Information is transported

from one place to another, either in hardcopy form, necessitating re-entry, or in such electronic form as to require substantial massaging, and with substantial latency such that by the time the information is to be used it is already outdated. A business executive, for lack of readily-available, accurate, verifiable information in usable form, must then rely heavily on subordinates to obtain a picture (hopefully accurate) of what is happening inside the company. Considerably employee time may be spent gathering historical data to satisfy the need for management information. The same factors that hamper management performance may also cause performance at lower levels within the company to suffer. Employees may lack timely information regarding critical tasks that need to be performed. For lack of timely information regarding returns, for example, or some other aspects of operations, accounting personnel may pay invoices that should in fact not be paid.

The lack of readily-available, verifiable information in usable form is most pronounced in relation to financial information. In the case of a sales company doing a substantial volume of business, for example, preparation of a state sales tax return may take ten man-days or more. An audit may take a similar amount of preparation. Closing the books on an accounting period is itself an arduous task. The time requirements and challenges posed by month-end and year-end closings are all-too-familiar to virtually all in-house accountants. Despite these heroics, the inherent latency of the process diminishes the value of the results. A finalized June statement, for example, might be received at the end of July or the beginning of August, hampering the ability to react quickly to changing business conditions. A real-time financial statement is non-existent.

For lack of readily-available, verifiable information in usable form, employee evaluation is often performed more on the basis of perception than objective reality. The appearance of performance then becomes at least as important as real performance. Employee performance and employee morale may suffer as a result.

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Numerous "high-power" database application software packages exist in the marketplace, from such industry leaders as SAP, Peoplesoft, BAAN, and Oracle. The solutions of each of these vendors have strengths and weaknesses. SAP, for example, although strong in the area of fixed asset management and financials, does not provide flexible shipping and receiving functions. To automate these functions requires the use of separate software. Furthermore, Web integration is problematic. BAAN is strong in the areas of shipping/receiving, manufacture and assembly, but is limited in the areas of fixed asset management and material handling. In particular, BAAN, SAP, etc. are bound by conventional notions of real inventory—an item must physically be in stock before it can be ordered (as contrasted with the concept of virtual inventory, explained more fully hereinafter). Peoplesoft offers strong human relations functions but is not strong in "back-end" functions. Software packages from Peoplesoft and BAAN are therefore often linked together to provided a more complete solution. Similarly, software from SAP may be linked to software from BAAN. Oracle offers discrete modules for almost all of the functions offered by the other software packages. The modules must be linked together in a laborious process, however, with substantial duplication of data in all modules. None of these software packages have a Web-centric design, nor has any been used to successfully implement an automatic ene-to-end business process, even in large corporations having no lack of resources.

Web-centric "e-business solutions" are offered by Pandesic (Intel and SAP), Actra (Netscape) and other (typically early-stage) companies. In the case of Pandesic, early promotional materials indicate a distinct consumer orientation as opposed to business-to-business. A conventional real inventory model is followed in which product must be warehoused and on-hand in order to allow the product to be ordered. Furthermore, Web operations are segregated from non-Web operations, necessitating duplication. In the case of Actra, a portfolio of commerce software, including legacy application integration modules, are designed to "bridge

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gaps between enterprises and applications," enabling business-to-business transactions, buyer-side and seller-side procurement, consumer on-line Internet storefronts, and commercial Internet publishing. This "gap-bridging" approach likewise entails substantial duplication.

Dell and Cisco each sells computer and networking equipment directly to consumers over the Web using configuration and order software developed by outside third parties. Business-to-business features, such as invoices, RMAs (particularly automatic "instant" RMAs) are lacking. The software does not provide an end-to-end Web-business solution.

The need for more powerful business solutions is especially apparent in the area of supply-chain management. Currently, demand information is forecast-based and propagates slowly through a supply chain through manual processes. The result is frequent oversupply and undersupply. The power of the Web has not yet been brought to bear on the supply-chain management problem.

A need therefore exists for software that enables end-to-end, business-tobusiness Web commerce and that automates to the greatest degree possible, in a unified and synergistic fashion, the various aspects of running a successful and profitable business. The present invention addresses this need.

SUMMARY OF THE INVENTION

The present invention, generally speaking, provides software that enables end-to-end, business-to-business Web commerce (Web business, or e-business) and that automates to the greatest degree possible, in a unified and synergistic fashion and using best proven business practices, the various aspects of running a successful and profitable business. Web business and business automation are both greatly facilitated using a computing model based on a single integrated database management system (DBMS) with intrinsic data synchronization that is either Web-enabled or provided with a Web front-end. The Web provides a window into a "seamless" end-to-end internal business process. The effect of such integration

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on the business cycle is profound, allowing the sale of virtually anything in a transactional context (goods, services, insurance, subscriptions, etc.) to be drastically streamlined. In accordance with one aspect of the invention, business-to-business transaction processing using a database and a database management system is performed by receiving user demand information (or a user "wish list" or expression of interest interest in selected products) electronically; at least partially in response to receiving the user demand information electronically, automatically storing an order record in the database and maintaining the order record in the database throughout a life cycle of the order; and during the life cycle of the order, multiple users each accessing the order record and processing the order to accomplish a respective one of multiple business functions, and creating records related to the order. The life cycle of the order includes an expected period for at least one of reversal, service, and parts order, where reversal includes customer returns, canncellation and correction of improperly fulfilled or mistaken orders, including employee mistakes. The business software provides a Web-based, business-tobusiness electronic commerce framework that uses the Web as a medium for all parties involved in a transaction (customer, supplier, manufacturer, etc.) within multiple supply-chain tiers to receive up-to-the minute synchronized transaction information relating to any and all facets of the transaction. Information may be disseminated by push (Web broadcast) or pull methods, with a business user exercising information access control.

In the case of a just-in-time product reseller, for example, the business soft-ware operates as follows. A comprehensive product list is updated electronically in real time or at regular intervals from various sources (e.g., by file download, over the Web, or from CD or floppy distributions or other media or even manual input). A graphical Web interface allows a user to obtain a quote based on the product list. The quote is assigned a quote number and saved in the DBMS and may be retrieved and viewed at a later date. Based on the quote, a user with appropriate

Web-verifiable authority may place an order on behalf of a company in accordance with a pre-existing Web-enforceable agreement with the company. An employee of the seller, using the same DBMS, purchases product to fill the order. When the product is received, information regarding receipt of the product is entered into the DBMS. Orders are assembled, shipped and billed, all using the same DBMS. Customers can retrieve previous quote records and view order and shipment status via the Web. Customer invoices are automatically generated upon shipment but may be modified if necessary by a supervisory user having the requisite authority. When a customer payment is received, details concerning the payment are entered into the DBMS. Vendor invoices and payments are also handled using the DBMS, and both customers and vendors can view payment status—invoice, credit (from returns), etc.—via the Web, allowing paper invoice copies to be dispensed with if desired. Returns are provided for and may be return of an entire piece of equipment or replacement of a warranted component part, and replacements may be electronically tracked. Parts tracking saves employee time that would otherwise be spent responding to customer inquiries, and also contributes to customer satisfaction through the convenient availability of timely information.

Throughout the foregoing process, a period (e.g., off-peak or nightly) update process is performed in which consistency checks are performed and in which accounting information (including sales tax information) is collected, journal entries made, and general-ledger entries posted. When records are edited, they are flagged to be checked during the period update so that adjusting entries may be made if necessary. At any time, the update process may be run and an accounting period closed. Real-time, audit-ready financial information accurate up to the day or up to the hour is available within minutes at the touch of a button without the need for a highly-trained accountant. A novice can facilitate the systematic performance of many functions typically performed by accountants, with periodic review and supervision by an accountant.

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Because the DBMS is Web-enabled, given the appropriate privileges, a complete up-to-the-minute view of every aspect of a business is available from anywhere in the world. Telecommuting is greatly facilitated, with its attendant cost savings. Furthermore, factual evaluation of employee performance, whether of a telecommuting employee or an office-based employee, is greatly facilitated by statistical analysis of accumulated historical performance data (tasks, projects, assignments, reports).

Driven by the goals of enabling widespread telecommuting and global cyberspace trading, the single database business process software provides parallel synchronized data access to all users. Users have access to all information given the proper access authority. The system provides built-in assurance of prioritized dynamic workflow and best business practice (the optimum known way that a business process should flow) based on self-correcting business knowledge algorithms. The system draws upon a knowledge base to prevent mistakes anticipated by the software designer as well as mistakes that have occurred in the past and have been corrected for by adding to the knowledge base, which is continually accumulating. The dynamic workflow assures that whatever mistakes may occur are discovered at various stages. The system lists and prioritizes uncompleted work that needs to be followed up. All user activities are tracked, and users are held accountable. Every activity performed by users are tracked statistically. Problem sources may therefore be identified. Precision training and factual performance review are made possible, significantly empowering users in their assignments.

The software provides for business scalability (as opposed to mere data processing scalability), minimizing the growing pains experienced by rapidly growing companies. In growing companies, as the responsibility for a process becomes divided among more and more people, becoming more and more diffuse, communication between group members becomes more and more difficult and the

process becomes increasing difficult to manage. The present invention, with dynamic workflow, makes workflow and work quality substantially immune to changes in the number of employees and the experience level of employees. Work discipline and organization is enforced by, and teamwork and communication between users facilitated by, the database. The ease of use of the database system arising from dynamic workflow and the knowledge base incorporated within the system minimizes the need for extensive employee training and allows for flexible employee roles. Business scalability also entails dramatically increased productivity through automated computer assistance, allowing business growth to greatly outstrip personnel growth. One example of business scalability is in the area of purchasing. Orders are grouped for purposes of purchasing such that the number of purchase orders to vendors does not increase as the number of orders received.

Conceptually, the invention allows for the integration and time-scale compression of what have heretofore been largely independent, human-dependent business processes. Business processes have typically been organized into separate business domains, chiefly including a products domain (e.g., engineering, manufacturing, purchasing, shipping, receiving, returns), a payments domain (e.g., accounts receivable, accounts payable), a financial performance domain (e.g., general ledger, financial statements, tax returns) and a personnel domain (e.g., employee evaluation). In accordance with one aspect of the invention, files for the automation of these various business domains are integrated as part of a single database schema within a single database management system run on one or multiple servers. There results a very tight integration of the foregoing activities and other derivatives of those activities such as product forecasting and cash-flow analysis. In particular, a universal financial report and trend report generator provides for general single or multiple General Ledger (GL) account code analysis including sales, cash flow and material.

Time-scale compression of the resulting integrated business automation

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process is achieved in two ways. First, the single database management system is Web-enabled, providing access anytime, anywhere. Second, triggers within the single database management system propagate activity from one business domain to a succeeding business domain (e.g., from shipping in the products domain to accounts payable in the payments domain) without duplication of human efforts. Data can only be entered once and is not ordinarily allowed to be changed or reentered. Data entry is guided by a built-in best-practice knowledge base.

The integrated business automation process may be easily modularized if desired by restricting access to only files belonging to selected business domains. Hence, unlike conventional business automation suites that provide separate software modules that may be acquired separately and linked together (with sustantial data duplication), in the case of the present integrated business automation process, a customer receives everything but may only pay for be given access to a subset of files—e.g. AP/AR files. Later the customer may decide to pay for added capabilities. Such a change in capabilities may be readily administered remotely through the Web. In this manner, the customer is able to "pick and choose" the capabilities that the customer wants to use.

An outside Web user may also pick and choose the capabilities that the user wants to use. For example, orders may be placed by phone or fax but tracked via the Web. Or a user may use the Web only to check the amount owed on open invoices. Others user may use the Web from start to finish, to order products, track orders, track payments, etc.

Extensive measures are taken to ensure that the integrated business process is, to the greatest extent possible, error-free. Only a limited number of controlled entry points to the system are provided. At each entry point, entry validation is performed at the time of entry. Because the business process is integrated, validation may be more extensive and hence more effective than in typical systems. A periodic update process is also performed is which checks are made, including cross-

checks between records of files belonging to different business domains. The system is in effect a closed system where all entries must balance appropriately. The nightly update is able to catch and flag errors (or possible errors) that may have occurred despite entry validation, including hardware or system errors, software bugs, and human errors. As errors become apparent that have escaped detection by the system, the foregoing mechanisms may be readily revised to prevent future such occurrences. Programmed process intelligence therefore continually increases as errors are detected, flagged, and trouble-shooted so as to add to the wealth of the knowledge base and improve the process methodology. At the same time, dynamic workflow makes possible the re-navigation of existing workflow components.

The integrated processes also automates returns and credits both on the customer side and the vendor side. Returns and credits may be necessitated by user errors that go undetected by the system, by overcharges for freight, or numerous other circumstances. Returns are only one important example of what is more generally a reversal process, or catch-all, for mistakes during work-in-progress and for post-sale activity. Return requests, Return Merchandise Authorizations, credit memos and accounting adjustments may all be handled electronically.

BRIEF DESCRIPTION OF THE DRAWING

The present invention may be further understood from the following description in conjunction with the appended drawing. In the drawing:

Figure 1 is a block diagram illustrating conceptually a conventional business process;

Figure 2 is a block diagram illustrating conceptually an automated business process in accordance with the present invention;

Figure 3 is a generalized block diagram of a system for business-to-business Web commerce in accordance with an exemplary embodiment of the invention;

Figure 4 is an illustration of a starting Web screen display;

Figure 5 is an illustration of a first product categories screen display;

Figure 6 is an illustration of a further product categories screen display;

Figure 7 is an illustration of still a further product categories screen display;

Figure 8 is an illustration of a screen display displaying printer cables;

Figure 9 is an illustration of a shopping basket screen display;

Figure 10 is an illustration of a screen display allowing the user to search for products by manufacturer;

Figure 11 is an illustration of a multi-search screen display;

Figure 12 is an illustration of a core products search screen display;

Figure 13 is an illustration of a core products search results screen display;

Figure 14 is an illustration of a Products Search /PID screen display;

Figure 15 is an illustration of a PID search results screen display;

Figure 16 is an illustration of a PID screen display;

Figure 17 is an illustration of a Products Search/APL screen display;

Figure 18 is an illustration of a Products Search/Previous Quotes screen display;

Figure 19 is an illustration of a quotes search results screen display;

Figure 20 is an illustration of a quote screen display;

Figure 21 is an illustration of a PID maintenance screen display;

Figure 22 is an illustration of an active PIDs screen display:

Figure 23 is an illustration of an APL maintenance screen display;

Figure 24 is a company APL maintenance screen display;

Figure 25 is an illustration of a return request screen display;

Figure 26 is an illustration of an RMA multi-search screen display;

Figure 27 is an illustration of an RMA search results screen display;

Figure 28 is an illustration of an RMA record screen display;

Figure 29 is an illustration of a tracking screen display;

Figure 30 is an illustration of a sales order status screen display;

Figure 31 is an illustration of a sales order search results screen display;

Figure 32 is an illustration of a Tracking—Return Product and Service Part Status screen display;

Figure 33 is an RMA status search results screen display;

Figure 34 is an illustration of a more detailed RMA status screen display;

Figure 35 is an illustration of a Tracking—Product Purchase History screen display;

Figure 36 is an illustration of a Tracking—Product Return History screen display;

Figure 37 is an illustration of a return history search results screen display displaying search results;

Figure 38 is an illustration of a Reports screen display;

Figure 39 is an illustration of a Back Order Reports screen display;

Figure 40 is an illustration of a Monthly Sales Reports screen display;

Figure 41 is an illustration of a resulting search results screen display;

Figure 42 is an illustration of a Packing Slips screen display;

Figure 43 is an illustration of a resulting search results screen display;

Figure 44 is an illustration of a packing slip screen display displaying a selected packing slip;

Figure 45 is an illustration detailing the authority of various internal users with respect to security parameters in accordance with an exemplary embodiment;

Figure 46 is a diagram of a typical lineage (authority) tree;

Figure 47 is an illustration of a database customer screen display;

Figure 48 is an illustration of a company price list screen display;

Figure 49 is an illustration of one of a series of dialogs used to set Web authority for an employee of a customer;

Figure 50 is an illustration of another of a series of dialogs used to set Web

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authority for an employee of a customer;

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Figure 51 is an illustration of another of a series of dialogs used to set Web authority for an employee of a customer;

Figure 52 is an illustration of another of a series of dialogs used to set Web authority for an employee of a customer;

Figure 53 is an illustration of another of a series of dialogs used to set Web authority for an employee of a customer;

Figure 54 is an illustration of a dialog used to confirm employee information at the conclusion of Web authorization;

Figure 55 is an illustration of the corresponding screen display as shown in Figure 48, following Web authorization;

Figure 56 is a block diagram of a conventional Web commerce computer architecture in which different functions are automated on different computing platforms, necessitating multiple interfaces;

Figure 57 is a block diagram of the present Web commerce computer architecture in which all functions are automated on a single Web-enabled database, necessitating only a single interface;

Figure 58 is an illustration of a partial database schema of one implementation of the system of Figure 3, showing primary files and relationships;

Figure 59 is a block diagram illustrating an automated business process in accordance with an exemplary embodiment of the invention;

Figure 60 is an illustration of a Sales-MWS screen display;

Figure 61 is an illustration of a Quote screen display;

Figure 62 is an illustration of a Products screen display;

Figure 63 is an illustration of a MWS screen display;

Figure 64 is an illustration of a Purchasing view of a PRIS (Purchasing/Shipping/Receiving/Installation) screen display;

Figure 65 is an illustration of a Receiving view of the PRIS screen display;

Figure 66 is an illustration of an Installation view of the PRIS screen display;

Figure 67 is an illustration of a Shipping view of the PRIS screen display;

Figure 68 is an illustration of a PRIS Item Detail screen display;

Figure 69 is an illustration of an Expedite view of the PRIS screen display;

Figure 70 is an illustration of an Ordered Not Received screen display;

Figure 71 is an illustration of a Received Not Shipped screen display;

Figure 72 is an illustration of an Expedite pop-up, allowing expedite status to be set from a MWS screen display;

Figure 73 is an illustration of an RMA screen display;

Figure 74 is an illustration of an Add RMA screen display used to initially create an RMA;

Figure 75 is an illustration of an RMA add records screen display used to add information to an RMA;

Figure 76 is an illustration of an RMA Automatic Request Completion file;

Figure 77 is an illustration of an RMA Automatic Approval Limit file;

Figure 78 is an illustration of a Customer RMA Automatic Approval file;

Figure 79 is an illustration of a Vendor RMA Automatic Approval file;

Figure 80 is an illustration of a Manufacturer RMA Automatic Approval file;

Figure 81 is an illustration of a Web page used to automatically provide a customer with an RMA number in accordance with the foregoing automatic approval process;

Figure 82 is an illustration of a Sales Tax Register screen display, including formulas used to calculate figures to be entered within each line of a sales tax return;

Figure 83 is an illustration of a Customer Invoices screen display;

Figure 84 is an illustration of the Customer Invoices screen display showing collections information within a pop-up window;

Figure 85 is an illustration of the Customer Invoices screen display showing collections information by customer within a pop-up window;

Figure 86 is an illustration of a Customer Payments screen display;

Figure 87 is an illustration of an OverUnderPay screen display;

Figure 88 is an illustration of an OverUnderPay details screen display;

Figure 89 is an illustration of a Vendor Invoices screen display;

Figure 90 is an illustration of an AP Add Invoices screen display;

Figure 91 is an illustration of a Vendor Invoice display;

Figure 92 is an illustration of a Daily Vendor Verification screen display;

Figure 93 is an illustration of a Vendor Payment Register screen display;

Figure 94 is an illustration of an Add Invoices screen display having superimposed thereon a dialog window used to enter the period for a freight bill;

Figure 95 is an illustration of an Accounting Setup defaults screen display;

Figure 96 is an illustration of a display screen used to add an account to a Chart of Accounts file;

Figure 97 is an illustration of a Chart of Accounts screen display;

Figure 98 is an illustration of a Chart of Accounts—Account Detail screen display;

Figure 99 is an illustration of an Accounts Receivable Customer Setup screen display;

Figure 100 is an illustration of an Accounts Receivable screen display;

Figure 101 is an illustration of an Accounts Receivable—Account Detail screen display;

Figure 102 is an illustration of an Accounts Payable Partner Setup screen display;

Figure 103 is an illustration of an Accounts Payable screen display;

Figure 104 is an illustration of an Accounts Payable—Account Detail screen display;

Figure 105 is an illustration of an account distribution pop-up screen used to allocate an invoice amount between different accounts;

Figure 106 is an illustration of a General Journal output screen display;

Figure 107 is an illustration of General Journal input screen display;

Figure 108 is an illustration of a screen display used for financial report definition;

Figure 109 is an illustration of a resulting financial report;

Figure 110 is an illustration of a screen display used for trend report definition;

Figure 111 is an illustration of screen display including a dialog used to select trend frequency;

Figure 112 is an illustration of screen display including a window in which trend report data are displayed;

Figure 113 is an illustration of a trend report graph screen display;

Figure 114 is a block diagram of a human resource infrastructure for a virtual organization performance evaluation model;

Figure 115 is an illustration showing in greater detail portions of the human resource infrastructure of Figure 114;

Figure 116 is an illustration of a file structure used to track all performance metrics of interest;

Figure 117 is an illustration showing in greater detail the Factual Measurement Review process of Figure 115;

Figure 118 is an illustration of a seris of selection menus used to select an employee for whom a factual employee evaluation report is to be displayed;

Figure 119 is an illustration of screen displays used to display factual performance analysis results in accordance with an exemplary embodiment of the invention;

Figure 120 is an expanded view of the multiple period screen display of Figure 119;

Figure 121 is an illustration of a dialog displayed as a result of qualification of user inputs during the course of adding invoices;

Figure 122 is an illustration of a further dialog of a similar type as that of Figure 121;

Figure 123 is an illustration of yet a further dialog of a similar type as that of Figure 121;

Figure 124 is a partial illustration of a pop-up menu of options available during vendor invoice display;

Figure 125 is a partial illustration of a pop-up menu of options available during vendor invoice display, showing options not shown in Figure 124,

Figure 126 is an illustration of a pop-up menu of options available during customer invoice display;

Figure 127 is an illustration of a pop-up menu of options available during

display of items sold;

Figure 128 is an illustration of a pop-up menu of options available during display of sales records;

Figure 129 is a block diagram illustrating a knowledge base, the expression of the knowledge base in screen displays of the present system, and a manner in which the knowledge base is increased;

Figure 130 is an illustration of an RMA Reports screen display;

Figure 131 is an illustration of an RMAs pending approval screen display;

Figure 132 is an illustration of an open RMAs screen display;

Figure 133 is an illustration of a Shipping Reports screen display;

Figure 134 is an illustration of a summary shipping report screen display;

Figure 135 is an illustration of a detailed shipping report screen display;

Figure 136 is an illustration of a POD screen display;

Figure 137 is an illustration of an Accounting Reports screen display;

Figure 138 is an illustration of a date-range-limited accounting report screen display;

Figure 139 is an illustration of an invoice screen display;

Figure 140 is an illustration of a multiple invoice search screen display;

Figure 141 is an illustration of a customer collections screen display, showing a Get Problems dialog;

Figure 142 is an illustration of the customer collections screen display showing a Searches pick box;

Figure 143 is an illustration of the customer collections screen display showing a Select Problem dialog;

Figure 144 is an illustration of the customer collections screen display showing a Select Tickler dialog;

Figure 145 is an illustration of a purchasing output screen display;

Figure 146 is an illustration of an expediting output screen display;

Figure 147 is an illustration of a receiving output screen display;

Figure 148 is an illustration of an installation output screen display;

Figure 149 is an illustration of a shipping output screen display;

Figure 150 is a flow diagram illustrating a percolation process for purchasing;

Figure 151 is a flow diagram illustrating a percolation process for receiving,

Figure 152 is a flow diagram illustrating a percolation process for shipping;

Figure 153 is a flow diagram illustrating a percolation process for installation/assembly;

Figure 154 is a flow diagram illustrating supply chain integration/management features of the present invention;

Figure 155 is a diagram of a first electronic template for specifying a customized business relationship;

Figure 156 is a diagram of a second electronic template for specifying a customized business relationship;

Figure 157 is a block diagram of a client/server business automation system in which a common database supports both end-to-end business process automation and sales force automation;

Figure 158 is a more detailed representation of sales force automation capabilities of the the system of Figure 157;

Figure 159 is a detailed listing of RMA types and sub-types;

Figure 160 is an illustration of a screen display showing customer-specific automatic RMA approval criteria; and

Figure 161 is an illustration of a Sales Force Automation screen display.

DETAILED DESCRIPTION OF THE PREFERRED EMBODIMENTS Architecture

Referring now to Figure 2, the present automated business process may be imagined as a kind of information assembly line. A first system user, or "information worker," having for example a Sales assignment or activity focus, initiates an automated, end-to-end business process by entering information into a client/ server single relational database, which forms a common hub of the automated business process. The user's entry is qualified, or "quality checked," as repre-

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sented by a checkvalve. Such qualification is "experiential," i.e., derived from actual business experience, and differs qualitatively from the type of data validation typically performed in database systems. If the user's entry fails scrutiny by the system, it cannot be committed to the database. Similarly, the business process cannot continue to the next user. As a result in part of such experiential qualification, verifiable and usable management and enterprise information may be made readily available.

In the case of conventional systems, by contrast, a team of software engineers write an application based on input from groups of users from different departments to produce a definitive, linear workflow. The users, however, cannot anticipate the need for various features prior to using the software. Furthermore, the conception of the programmers may often differ significantly from that of the users. The result often leaves much to be desired. In SAP, BAAN, and other database systems, exceptions to the workflow must all be programmed. Updates are delayed until the next version of the software, at which point the same cycle repeats. Meanwhile, users suffer. Furthermore, because different users have different concerns, little consideration is given to the up-stream and down-stream effects of different user's actions. There results a "disconnect" between the behavior of the system and day-to-day real-world needs.

In the present system, navigation of the workflow is soley determined byt he access authority of the user. Workflow components are all pre-existing and pre-programmed. User inputs to the system, however, do undergo a qualification process. Qualification of user inputs has multiple facets. First, each user is accorded limited access privileges. An authority check is therefore performed to ensure that the user is authorized to make the entry being attempted. Second, the entry is checked in accordance with business rules that embody best practice as determined from an analysis of expected parameters and how various values of those parameters affect possible outcomes downstream. Thirdly, entries, even after then are

committed to the database, are subjected to intelligent consistency checks in order to detect discrepancies and provide feedback to allow for correction. If input qualification is successful, then succeeding events in the sequential business process are triggered.

Each worker in turn builds upon the information base established by preceding workers, and each workers entries are rigorously qualified. For example, following sales, process flow may continue to Sales Support, Accounting, Purchasing, Receiving, Assembly, and Shipping.

During the process external influences occur. An external influence may be a communication from a customer or vendor, for example, to either convey information or to view information stored in the central database. An example of an external influence might be a vendor special rebate. Information may be conveyed by electronic means (e.g., Internet, intranet, EDI, satellite, remote terminal direct-dial), human-mediated telecommunications (e.g., email, phone, fax), or by physical means (letter, visit, etc.).

As compared with the conventional business process of Figure 1, the circular automated business process of Figure 2 revolves around a single integrated database that accumulates information regarding every important activity of every user and defines a non-repetitive process. Furthermore, as compared to the essentially non-reversible process of Figure 1, the process of Figure 2 is reversible. As seen in Figure 2, following Shipping is a Return/RMA (Return Merchandise Authorization) activity, or, more generally, a reversal activity. This activity enables the forward process to be reversed, or backed out of step-by-step, as part of the overall automated business process.

The cumulative nature of the database of Figure 2 and the sequential nature of the business process enables incisive factual analysis in the areas of employee/ vendor performance and customer satisfaction, promoting fairness and personal responsibility. Whereas a human supervisor may effectively supervise only a lim-

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Figure 2 provides for each employee what may be regarded as a "virtual mentor:" the user is guided during use of the system to prevent common mistakes (in fact, all mistakes made collectively by the all of the user's predecessors functioning in the same assignment), and the user's performance is continuously tracked and made accessible. Strengths and weaknesses in the employees performance may recommend certain changes in assignments—which changes may be made relatively easily by the employee because of the intuitiveness and intelligence of the system. An important aspect of virtual mentoring is an "open-book" information access policy: users, although they may limited access to input information, typically have few if any limits on access to information. The virtual mentoring process, described in greater detail hereinafter, promises to make the virtual office and telecommuting, with all its attendant advantages, a practical reality for a much wider segment of the workforce.

Referring now to Figure 3, a block diagram is shown of a computing environment in which the present invention may be used. A Web-enabled, client/server relational database management system (DBMS) is provided storing a database including files belonging to different business domains, e.g. a products domain, a payments domain, a financial performance domain and a personnel domain. (The term "product" is used generically herein to refer to items sold and may be tangible goods, financial products, subscriptions—anything that may be bought and sold in a discrete transaction.) Also provided are code modules pertaining to each of the different domains. Customers and vendors may obtain access to the database through the Internet or the like. The physical location of the database therefore becomes irrelevant—the database can be everywhere in the world, either through wired communications or wireless communications. A firewall (or other security scheme, such as encryption, implemented in either hardware or software) may be provided between the Internet and the Web interface of the DBMS. Internal clients

may be connected to the DBMS through a local area network (LAN) or through an intranet, using the Web interface.

Web User Interface

The Web interface to the database, particularly as seen by the customer, will presently be described in greater detail.

Referring now to Figure 4, within a principal navigation path a Web user is presented with buttons representing various options. In an exemplary embodiment, these options relate to, respectively, products, returns/repair, tracking, reports, accounting and log off. Two further options are also presented, PID maintenance and APL maintenance, the functions of which will be made clear hereafter.

In the example of Figure 4, the Products button is assumed to have been selected, resulting in the display of various search options. In the illustrated embodiment, Options 1-4 draw from an electronic products catalog directly. A product listing may be obtained by product category, all manufacturers (Option 1) or a single manufacturer (Option 2), or by manufacturer, description or part number (Options 3 and 4). Options 5-8 do not draw from the electronics products catalog directly but instead allow ordering to be performed without interacting directly with an electronic products catalog as described hereafter.

Selecting Option 1 causes a screen such as that of Figure 5 to be displayed, in which various product categories are displayed next to corresponding buttons. When the "Accessories & Supplies" button is selected, a screen such as that of Figure 6 is displayed, in which various sub-categories of products are displayed next to corresponding buttons. This division and sub-division may have any number of levels. In the illustrated embodiment, selection of the "Cables & Connectors" button causes a screen such as that of Figure 7 to be displayed, showing still a further level of sub-division. When the "Printer" button is selected, a screen such as that of Figure 8 is displayed, showing printer cables from the electronic product catalog. The user may check items of interest and click on "Show Selected Items,"

whereupon only the checked items are displayed. The user may search within the selection, reset (causing all of the items to again be displayed) or initiate a new search by clicking on corresponding buttons at the bottom of the page. For example, if the user checks the first item and clicks "Show Selected Items," a "shopping basket" screen such as that of Figure 9 is displayed. The user may return to the previous products list, search for more items, create a quote with the displayed items by entering a quantity for each item, or empty the shopping basket.

Selecting Option 2 from the product search page (Figure 4) causes a screen such as that of Figure 10 to be displayed. The user inputs a manufacturer's name, or clicks on a letter of the alphabet to choose from a list of manufacturers whose names begin with that letter.

Selecting Option 3 from the product search page (Figure 4) causes a screen such as that of Figure 11 to be displayed. The user inputs one or more of the following items of information: manufacturer, item description and manufacturer part number. Multiple part numbers may be entered and search simultaneously by clicking the "Search multiple products" button.

Selecting Option 4 from the product search page (Figure 4) causes a screen substantially similar to that of Figure 10 to be displayed.

Selecting Option 5 from the product search page (Figure 4) causes a screen such as that of Figure 12 to be displayed. This screen is similar to that of Figure 11. However, instead of merely searching the electronic catalog, the search identifies products that meet the criteria specified and that have previously been purchased on the user's account ("core products"). The search may be date limited. Alternatively, the user may choose to display all core products by clicking the corresponding button. Figure 13, for example, shows a list of core products resulting from the search criterion "Compaq."

Selecting Option 6 from the product search page (Figure 4) causes a screen such as that of Figure 14 to be displayed. Rather than purchase products item by

item, the present system allows the user to store groups of items that work together as pre-configured products, each identified by a user-assigned Product group ID (PID). The user may search for a specific PID or multiple specific PIDs, or the user may show all PIDs. An example of a screen display that results when the user clicks "Show all PIDs" is shown in Figure 15. PIDs may be regarded as a "favorite quotes" list that may be repeated reused by the user. An example of a PID is shown in Figure 16.

Selecting Option 7 from the product search page (Figure 4) causes a screen such as that of Figure 17 to be displayed. In addition to PIDs, the present system allows Approved Product Lists (APLs) to be stored, including both a company APL and a personal APL. The user may search an APL or show an APL in its entirety.

Selecting Option 8 from the product search page (Figure 4) causes a screen such as that of Figure 18 to be displayed. This option allows previous quotes to be found and displayed. The user may specify a particular quote by quote number or may display the quotes for the current day or the current week. The quote or quotes that are found are displayed within a screen display such as that of Figure 19. Selecting a quote and clicking "Show selected Quote" causes a screen such as that of Figure 20 to be displayed. Various actions may be taken with respect to the quote including: add/change/remove products; arrange the order of quote items; save the quote for future reference; place an order based on the quote; and duplicate the quote into a new quote. The user may also return to the last search results of the Products List.

PIDs and APLs may be maintained on-line by the user. Clicking on the PID Maintenance button within the screen of Figure 4 causes a screen such as that of Figure 21 to be displayed. The user may create a new PID or review existing PIDs. For example, clicking on the "Show PIDs currently Active" causes a screen such as that of Figure 22 to be displayed. The user may click on a PID number to view

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the PID in detail.

Clicking on the APL Maintenance button within the screen of Figure 4 causes a screen such as that of Figure 23 to be displayed. The user then chooses between company APL and personal APL. Clicking on "Company APL," for example, causes a screen such as that of Figure 24 to be displayed. The user may add or delete an item to or from the APL by manufacturer part number or take any of various action with respect to the APL, including: search for products to add to the APL; delete items from the APL; end APL maintenance; and sort APL items by part number, manufacturer, price or description.

Clicking on the Returns/Repair button within the screen of Figure 4 causes a screen such as that of Figure 25 to be displayed. This screen allows a user to identify, in any of various ways, a product to be returned or repaired. For example, the product may be identified specifically by serial number, asset tag number, or the order to which the product belongs can be identified by customer purchase order number, customer invoice number, customer Purchase Requisition Number (PRN), or customer Request For Quote (RFQ) number. Clicking on the "More Search Options" button causes a screen such as that of Figure 26 to be displayed. From this screen, the user can search for a product to be returned by manufacturer name, part number and/or purchase date. The user may also look up Return Merchandise Authorization (RMA) records by date. Figure 27, for example, shows RMAs created between 6/2/98 and 7/1/98. Clicking on the RMA number causes the corresponding RMA record to be displayed as shown, for example, in Figure 28.

Clicking on the Tracking button within the screen of Figure 4 causes a screen such as that of Figure 29 to be displayed. The user selects the type of tracking information desired: sale order status, return product and service part status, product purchase history, or return and service history. If other status information is desired, the user may describe the desired information and submit a an email

request. In essence, the present system allows remote users, including customers, vendors, manufacturers, etc., to view relevant status information pertaining to most or all of the product life cycle stages: purchasing, receiving, shipping, installation/assembly, billing, return/service, etc.

Clicking on "Sales Order Status" (Figure 29) causes a screen such as that of Figure 30 to be displayed. A sales order may be identified by customer purchase order number, customer invoice number, customer Purchase Requisition Number (PRN), or customer Request For Quote (RFQ) number or by identifying an item belonging to the order, by serial number or asset tag number. If the user does not have any of this information, the user may search for sales orders by manufacturer, part number, and/or date range. Figure 31, for example, shows the result of searching for sales orders by manufacturer (Compaq).

Clicking on "Return Product & Service Part Status" (Figure 29) causes a screen such as that of Figure 32 to be displayed. RMAs may be identified by RMA number, temporary case number, quote number, or by any of the various pieces of information referred to in previously (PO number, etc.). Figure 33, for example, shows RMAs identified by PO number. The user checks one or more RMAs of interest and then selects an action to take, e.g., "Get Freight Carrier & Tracking #" or "Ship to Address." Selecting "Get Freight Carrier & Tracking #" causes a screen such as that of Figure 34 to be displayed.

By clicking on "Product Purchase History" (Figure 29), the user may display by date range items previously purchased. Figure 35, for example, displays items purchased from Oct. 4, 1998 to Oct. 5, 1998. Similarly, clicking on "Product Return History" causes a screen such as that of Figure 36 to be displayed. Figure 37 displays items returned from Apr. 1, 1998 to May 1, 1998.

Clicking on the Reports button within the screen of Figure 4 causes a screen such as that of Figure 38 to be displayed. The reports may include such reports as the following: Back Order Reports, Monthly Sales Reports, Packing

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Slips, RMA Reports, Shipping Reports, etc.

Clicking on "Back Order Reports" (Figure 38) causes a screen such as that of Figure 39 to be displayed. Some units of an item may have been shipped but not all. If so, the 1st Ship and Last Ship fields indicate when the first unit of that item was shipped and when the last unit was shipped.

Clicking on "Monthly Sales Reports" (Figure 38) causes a screen such as that of Figure 40 to be displayed. The user selects a date range or a month and clicks "Take Action." A display such as that of Figure 41 results, listing each item sold on the user's account during the period, including total quantity, total cost, average unit cost and number of times ordered. Also displayed is the status of each purchase order for the period, the grand total of all purchases for the period, and the number of orders.

Clicking on "Packing Slips" (Figure 38) causes a screen such as that of Figure 42 to be displayed. Packing slips may be searched by providing a piece of identifying information in similar manner as described previously or may be identified by month. Figure 43, for example, shows packing slips for the month of Oct., 1998. Clicking on the packing slip number causes the packing slip to be displayed, as shown in Figure 44.

Clicking on "RMA Reports" (Figure 38) causes a screen such as that of Figure 130 to be displayed. The user is presented with various options, for example, show approved RMAs, show pending RMAs, show all open RMAs, etc. Clicking on Option 1 causes a screen such as that of Figure 131 to be displayed. By clicking on an RMA number, details of the RMA may be displayed. Clicking on Option 2 causes a similar screen to be displayed, showing only RMAs that have been approved. Clicking on Option 3 causes a screen such that of Figure 132 to be displayed, showing all open RMAs.

Clicking on "Shipping Reports" (Figure 38) causes a screen such as that of Figure 133 to be displayed. The user is prompted to specify a date range for gener-

ating a shipping report. Clicking on "Submit" causes a screen such as that of Figure 134 to be displayed, summarizing the number of shipping records found. Clicking on "Show All Details" causes a screen such as that of Figure 135 to be displayed. Items shipped during the specified period are displayed by PO number. Clicking on "POD" for a particular item causes Proof of Delivery information for that item to be displayed as shown, for example, in Figure 136. In addition, the user may request email status updates for an order by clicking the corresponding link. As the order status changes, the user will then be automatically informed by email.

Clicking on the Accounting button within the screen of Figure 4 causes a screen such as that of Figure 137 to be displayed. The user can retrieve particular invoices and credit memos by supplying any of various pieces of identifying information, or can retrieve invoices and credit memos by date range. Retrieving by date range causes a screen such as that of Figure 138 to be displayed. By clicking on the appropriate button, the user can display a selected invoice, purchase order, or packing slip. Clicking an invoice button, for example, causes a screen such as that of Figure 139 to be displayed.

The user can also enter a list of invoice numbers to be retrieved. More particularly, selecting Option 8 within the screen of Figure 137 causes a screen such as that of Figure 140 to be displayed. The user can then enter as many invoice numbers as desired.

A user may create one or more quotes but not act on the quotes for a considerable period of time. The quotes serve as an expression of interest on the part of the user. As time passes, however, the liklihood of a quote becoming an order decreases. In accordance with one aspect of the invention, such quotes are automatically identified, and communication with the users is undertaken so as to increase the liklihood of quotes being converted to orders. The communication may be Web-based and may, for example, take the form a promotional offer.

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As may be appreciated from the foregoing description, the system provides for "information-rich" invoice payment status tracking and display. The simple knowledge that an invoice is open (has not been paid) is of little value. The more pressing question is *why* a customer invoice should be paid (e.g., has a return question been resolved?) or *why* vendor invoice has not been paid (e.g., was sales tax incorrectly charged?). The present system is designed to track such invoice payment status information. Because the database is Web-enabled, the same information may be readily displayed to customers and vendors, avoiding the need for telephone calls, "telephone tag," etc.

The present Web user interface is designed to accomodate a wide range of users, ranging from unsophisticated to sophisticated. To accomodate the unsophisticated user, any of various bits or pieces of information may be used to retrieve a record, for example the approximate purchase date. To accomodate the sophisticated user, multiple identifiers may be entered at a time in order to retrieve multiple records at a time, e.g., multiple part numbers, invoice numbers, RMA numbers (Return Merchandise Authorization numbers, described more fully hereafter), etc. This feature allows a user to quickly access a collection of desired information quickly with a single click. This feature is especially powerful in connection with RMAs. Instead of selecting items one at a time in order to create return requests, a user may enter several or many identifiers of a particular type (e.g., P.O. numbers, invoice numbers, asset tag numbers, etc.) and create a corresponding number of return requests.

Preferably, this same multiple-entry feature is provided in an internal client user interface in addition to the Web user interface.

Web Security

Doing business electronically poses various security risks. In the case of consumer-oriented Web commerce, much attention has been focused on secure transmission of credit card numbers and various security mechanism have been

made available. In the case of business-to-business Web commerce of the type described, payment is usually not by credit card except for very small transactions. Instead, security risks involve potential abuse of the system by external parties or even internal parties. The present invention implements various security mechanisms to eliminate or minimize the potential for such abuse. Fundamentally, the security mechanisms are based on concepts of authority and lineage. A simple example is that the ship-to address for an order cannot be changed on-line. This prevents someone from ordering products and having them sent to their home or elsewhere.

Lineage relates authority to organizational hierarchy. The organizational hierarchy of Web users for a particular customer may be represented in tree fashion. A user at the leaf level may be given authority to get quotes but not to place orders. A user at a next-higher level may be given authority to view the quotes of users within a limited sub-tree and may be given limited authority to place orders. A user at the root of the tree may be given unlimited authority, from the standpoint of the customer, to view quotes of any user and place orders in any amount.

Referring generally to Figure 46, in the case of a typical company, various end users will be given different levels of authority, e.g., to create quotes but not purchase, to track orders, to perform returns, to view order information via the Web, or, in the most limited case, to have no access to Web purchasing information. To initiate the purchase process, an end user makes a quote request to his or her supervisor, who must approve the request. The request may require multiple further approvals, for example of an MIS department, an accounting department, a material management department, etc. In a typical scenario, the material management department will forward an approved request to a purchasing department. Authorized persons within the purchasing department may then send an order via the Web. In every instance, when Web access is attempted (and in fact every time a TCP packet is received), a user's authority is checked and that user's interaction

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via the Web is limited to the scope of that authority.

External Web authority information is stored for each customer in a customer file. An example of a customer record is shown in Figure 47. From the customer file, a company price list record such as that of Figure 48 may be displayed. For each customer, a price basis may be agreed upon for items that the customer buys regularly. External Web authority information is stored as part of the customer price list.

The manner in which a external Web user's authority is specified is illustrated in a series of figures beginning with Figure 49. First, the user's name is entered, first name (Figure 49) then last name (Figure 50). An employee number may then be entered (Figure 51), absent which an arbitrary employee number is generated automatically. A dialog then asks whether the user is authorized to make Web purchases (Figure 52). If the user is authorized to make Web purchases, then a further dialog calls for a purchase limit, if any, to be specified (Figure 53). A confirmation dialog is then displayed (Figure 54). The customer price list record following addition of the Web user with specified authority is shown in Figure 55.

The specific limits placed on a user's purchase authority may vary. Other examples of limits that may be desired by some companies are a limit on the number of purchase orders per day, a limit on the total amount of purchase orders per day, a time-of-day limitation as to when orders may be placed, etc. Various other security parameters may be added. Such limits may be set and changed remotely via the Web and given immediate effect within the system.

Limits are also placed on internal users access to security parameters so as to provide customer assurance that there exists no potential for internal abuse of the system (e.g., authorizing a crony to make illicit purchases on a customer account). A user may have authority to use (view) but not approve changes to certain security parameters, and may have authority to use and approve changes to other security parameters. In an exemplary embodiment, the authority of various

users is set as illustrated in Figure 45.

Catalog Management

In the case of a company based on the conventional model of real inventory, Web catalog management is relatively straightforward. In the case of a company based on the model of virtual inventory, "the world is your warehouse." Intelligent catalog management is therefore of vital importance. Intelligent catalog management, in an exemplary embodiment, is based on a concept of "baseline." A baseline is a collection of products that functions as a standard of comparison. In an exemplary embodiment, there is both a vendor baseline and a customer baseline. Using the baseline concept, a product list without duplicates may be displayed. Furthermore, there may be displayed to the customer only products that there is some reasonable likelihood of the customer buying.

On the vendor side, one vendor is selected to serve as the baseline vendor. The baseline vendor will typically be a vendor found to have the most comprehensive inventory, the most useful categorization scheme, etc., and may be varied as often as desired. To create an update baseline, product listings of vendors are compared with the current baseline. If a product is already part of the baseline, as determined by manufacturer part number, then the product is grouped under the same baseline listing. For example, the same computer may be available through multiple different vendors. Rather than creating multiple product listings for the same product, these multiple product listing are consolidated under a single baseline product listing. If a product is not in the baseline, it may be added to a "supplemental baseline." If the baseline vendor does not carry a particular product but one or more alternate vendors carry the product, then the product will be listed in the supplemental baseline, again without duplicates.

After an updated baseline has been compiled, it is compared with the previous baseline. A product listing may be found: 1) in the old baseline only; 2) in the new baseline only; or 3) in both. Product listings in categories 1 and 2 are flagged

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as discontinued products and new products, respectively.

During the foregoing process, product cost and customer pricing information is updated. Also updated are URLs to vendor and manufacturer Web sites.

These URLs may be used to refer Web users to these sites for product information. Product list updating may occur continuously or at regular intervals using "pull" technology, "push" technology, some combination of the two, or some other information retrieval technology or combination of technologies.

On the customer side, a customer baseline is formed by combining: 1) customer APLs (Approved Product Lists) for all customers or some subset of customers; and 2) historical purchase information, taking into account such factors as purchase date, volume, etc. There results a non-duplicative list of products customers have bought or are presently approved to buy. Products in the vendor baseline may be flagged as belonging or not belonging to the customer baseline.

As a result of the baseline concept and the power of the DBMS, great flexibility is provided in the manner in which products may be displayed. A user may search the product file and request to see new products, discontinued products, vendor baseline products, without duplicates, vendor baseline products expanded to show duplicates, customer baseline products, customer-specific APL products, etc. In this manner, the seeming chaos that would otherwise result from the "infinitude" of products embraced by the notion of virtual inventory is tamed and made manageable.

Much of the difficulty of successfully implementing a cohesive business-to-business Web commerce solution has resulted from different aspects of a company's business being automated on different computing platforms. As illustrated in Figure 56, for example, a product catalog may be implemented on one platform, shipping implemented on another platform, accounting implemented on still another platform, etc. To interface all of these different functions to the Web requires multiple interfaces.

By using a single Web-enabled database and providing for all necessary functions within a single database schema, the present Web commerce solution avoids the daunting complexity characteristic of the prior art. Referring to Figure 57, a single universal interface may be used to place the entire contents of the database, or as much of those contents as desired, on the Web.

Database Schema

An important feature of the present system is that a single database, described by a single database schema, is used to automate an overall business process, end-to-end. To do so, the schema must, understandably, be quite complex. A general outline of the schema is shown in Figure 58. The complete schema, or structure diagram, is set forth as Appendix A.

Referring to Figure 58, the manner in which various automation processes relate on an inter-domain basis may be appreciated. The products domain is represented in approximately the upper third of Figure 58 and includes sales functions (5801) and shipping/receiving functions (5803). Purchasing and installation functions, now shown in Figure 58, are shown in the microfiche appendix. The payments domain is represented in approximately the middle third of Figure 58 and includes AP functions (5805), AR functions (5807) and return functions (5809). The financial performance domain is represented in approximately the lower third of Figure 58 and has financial information automatically posted to it from the payments domain, as described more fully hereinafter. The personnel domain is not shown in Figure 58 but draws upon information from the other domains in a manner described more fully hereinafter.

In an exemplary embodiment, the relational database management system provides both a "Quick Switch" option whereby any base table may be viewed or a "Related Switch" option (described in greater detail hereinafter) whereby a base table may be selected from which is then displayed a row related to a selected row in a current table. Various user options may be provided programmatically. Table

1 is a list of most of the base tables and corresponding options in an exemplary embodiment of the invention.

Table 1

r	
Base Table	(Options)
Addresses	
AllocatedIndex	
AP_Registers	
AR_Registers	
Chart of Accnts	
Checking_Acts	
Ch Statements	
Claims	
Commission Reg	Quick invoice lookup Quick credit lookup Get register Get not approved Get approved but not paid Approve Disapprove Change payment date
	Pay

Table 1

Base Table	(Options)
Commissions	Quick lookup by period Quick transaction lookup Quick PO lookup Quick MWS lookup Quick invoice lookup Quick credit memo lookup Get not approved Approve Get approved
	Schedule payment Notes Hold Get hold
	Reset back 1 Check commissions Recalculate commissions Change commission Email
Contacts File	Change Commission Email
CustCredMemos	Quick memo lookup Credits not taken Credits taken Credits on hold Internal credits not taken Internal credits taken Hold credit memo Internal notes Customer notes
	Internal status change

Table 1

Base Table	(Options)
Customers	Add employee purchase record
	Approve customer
	Find employee
	List employees
CustPayments	Get not approved Get not posted Approve Post
Cust_invoices	Quick invoice lookup
	Cust invoice summary Print selection Comm report
	Get AR report selection Get not issued Get not paid Get no charge Get pre-paid
	Close—no charge
	Split invoice
	Join 2 invoices
	Issue invoices
	Check for not issued invoices
Defaults	
DropShipments	
FAX Templates	
Item Details	

Table 1

Base Table	(Options)
Items Sold	Quick MWS# lookup Add MWS to fast order
	Open order reports Expedite/availability
	Customer notes CSR notes
	Status (restricted)
	Expand to all items sold Remove shipped Check selection again Update MWSs
	Clear updates
·	Tech expedite Clear tech expedite
	Get in house not rovd Receive in house
	Get installation not revd Receive installation
MWSLog	
OverUnderPay	Get not reconciled Get not cleared Get open Close
Packing Slips	
Partners	Find by expense account
	Vendor priority maintenance
Personnel	
PID ItemsSold	
PIDs	
Products	·

Table 1

Base Table	(Options)
Purchase Stats	
Purchasing	
Quote Detail	
Rcvd Boxes	
Receiving	Receive Installation Update MWSs Double, wrong, defective, or no MWS Fill allocation Freight check Recover receiving register
Report	
RMA	Quick RMA lookup Quick case lookup Quick PO/PID/PRN/RFQ Get Web RMAs Update RMAs Expected cred summary Edit fax cover sheet notes

Table 1

Base Table	(Options)
Sales Records	Quick MWS# lookup Quick quote# lookup Quick PO/RFQ/PID/PRN LU/conf.
	PurchChecks
	Update MWSs
	Expedite/availability/purch
	Urgent Not Urgent
	Daily PO confirmation Get quotes Print quote confirmation
	Quotes requiring REVIEW Cancel REVIEW
	Get purchasing records Print purchase summary
	Clear updates
	Lock Unlock Get unlocked
	Change TPO to real PO Get temporary POs
	Get Web quotes
Sales_Reps	
Sales_Support	
Sales_Taxes	Recalc selection
	Add sales tax

Table 1

Base Table	(Options)
Chinning	
Shipping	Quick lookup by period
	Quick lookup by pickup number
	Following works in selection
	Get not reconciled open
	Get not reconciled closed
	Get reconciled open
	Get reconciled closed
	Get reconciled closed
	Installation
	Update MWSs
	Freight check
	Reconcile freight
	Recover register
	Merge registers
TaxRegister	Due dates
	Update user selection
	Print user selection
	Sets window
Tax_Tables	

Table 1

Base Table	(Options)
Ven Pmnt Regs	Quick invoice lookup Quick credit lookup
	Get register Get not approved Get approved but not paid
	Approve Disapprove
	Change payment date
	Pay
	Get regs with credit balances Vendors with credit balances
	Close register Open register
VenCollection	Quick memo lookup Quick invoice lookup Quick payment register lookup
	Get not used Get excess/not distributed Get distributions
	Get expected memos Reconcile expected memo
	Get not pre-approved Pre-approve
	Get pre-approved Approve
	Get approved Schedule
	Reset status back 1
	Cancel credit memo
VenMultiCred	

Table 1

Base Table	(Options)
VenRecExpCred	

Table 1

Base Table	(Options)
Ven_Invoices	Quick invoice lookup Quick voucher lookup Quick check lookup Search selection by date
	Verify selection Daily verification
	Get all not paid Get not reconciled Get reconciled
	Reconcile with credit
	Pre-approve Get pre-approved Remove pre-approved
	APPROVE Get approved
	Schedule payments Schedule pre-paid payments
	Close selection HOLD selection Get hold
	Reset status back 1
	Edit terms/payment/vouchers
	Integrity check
	Temporary notes
	Update invoice
	Mark ready for review
	Get ready to review Mark reviewed Get reviewed

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Various screen displays showing the options pop-up menu for that screen display are shown in Figure 124 through Figure 128.

Business Process—Overview

An overview of the present automated business process is shown in Figure 59. In an illustrated embodiment, the automated business process has nine entry points, designated E1-E9, at which users enter information into the system. Interaction with the system is carefully controlled and user inputs carefully qualified to ensure, to the greatest degree possible, error-free operation.

The business process is customer-driven. The first entry point E1 in the business process is Sales/RMAs. In response to a customer request, a user having responsibility for E1 enters information about the customer request into the database. If the request regards sales, the information is checked and converted to a Master Worksheet (MWS). At an entry point E2, the responsible user groups MWSs for purchasing and places orders. Information is assembled for later use in receiving (E3), installation (E4), and shipping (E5). Respective users at these entry points make entries into the database which as confirmed against the assembled Purchasing/Shipping/Receiving/Installation (PRIS) information to verify correctness.

Unlike prior art systems, the present system provides the option of carrying inventory or operating under the concept of virtual inventory. In accordance with the concept of virtual inventory, all of the goods available for purchase in all of the warehouses throughout the world are regarded as available inventory. Because the Web allows business to take place at light speed, the difference between physical inventory and no physical inventory can be merely the click of a button on a computer screen. As goods are received and shipped, these events are tracked by a virtual inventory process in which all items are presold. In one aspect of the invention, virtual inventory is defined as each vendor order item being related to at least one item sold record created in response to receiving user demand informa-

tion directly from a user; i.e., the system is "demand driven."

Virtual inventory may be more fully understood in relation to the data processing concept of pipelining. Some delay occurs as the data pipeline is initially filled. Thereafter, results are produced at every cycle. The initial delay is the time required to perform a data operation on the data inputs. Similarly in the case of goods. An initial inventory of goods may be required to satisfy demand during a time period from when a demand is received until that demand can be filled—i.e., the manufacturing cycle. Thereafter, supply and demand should be exactly balanced. As demand increases and decreases, the rate of manufacture is varied accordingly such that supply and demand remain exactly balanced. In the case of a reseller, the manufacturing cycle is zero. The requirements for real inventory are therefore zero, enabling pure virtual inventory. In other businesses with non-zero manufacturing cycles (from days to weeks, months or years), the foregoing concept of virtual inventory may still be applied such that, in the "steady-state" condition, supply and demand remain exactly balanced.

Where physical inventory is required or desirable, it may be treated simply as an internal demand as opposed to a customer demand. In both cases, the demand is represented by an MWS. In the case of internal demand, however, the customer is the business itself.

Referring still to Figure 59, entry points E6 and E7 relates to customer and vendor payments, respectively. Assembled information is input to A/P and A/R modules. Customer payments are received and entered in conjunction with the A/P module. Vendor payments are made in conjunction with the A/R module.

A general ledger (GL) module tracks transactions and their financial implications in real time. It therefore receives information from the A/P, A/R and virtual inventory modules as well and entry points E6 and E7. Bank statement information is also input to the general ledger module at entry point E8.

The customer request, instead of being for sales, may be an RMA request.

Information is then input from E1 to an RMA module. A reverse process in then executed, begun by an RMA number being communicated to the customer. In the typical case, the customer then returns merchandise authorized for return. The returned merchandise is received (entry point E3) in conjunction with the RMA module and receiving information portion of the assembled information. The RMA module communicates with the GL module so that appropriate accounting entries may be made.

The effect of the overall business process is two-fold. First, a response to the customer's input is produced and communicated back to the customer. Second, during the course of the business transaction, a wealth of historical data are accumulated that may then be subjected to factual analysis for purposes of ensuring customer satisfaction, evaluating employee performance, and evaluating vendor performance.

In the following description, the course of an order will be described within each of the domains identified in Figure 3, as follows: in the product domain, from quote to shipment, as well as return (although rather atypical, returns are nevertheless a common occurrence); in the payments domain, from invoice to payment (both customer and vendor); in the financial performance domain, from cashflow to financial statements; and finally, in the factual performance domain, from parameters such as time, quantity and dollar volume to individual and group employee performance.

Sales

As may be appreciated from the foregoing description, an order may be preceded by a quote. Quotes may be requested and orders may be placed in writing (e.g., by fax), verbally (e.g., by phone), or electronically via the Web. More generally, order information may be conveyed by electronic means (e.g., Internet, intranet, EDI, satellite, remote terminal direct-dial), human-mediated telecommunications (e.g., email, phone, fax), or by physical means (letter, visit,

etc.). Regardless of the origin of the quote or order, the quote or order becomes a sales record.

A screen display that may be used to view sales records is shown in Figure 60. Quotes are each assigned a Quote number having a "Q" prefix. Orders are tracked via records referred to as "Master Work Sheets" (MWS). A Master Worksheet contains all of the vital information related to an order. As seen in Figure 60, orders are each assigned a MWS number having a MWS prefix. The screen display of Figure 60 includes a status column in which the status of each quote and order is indicated, e.g., WebSubmit, WebQuote, Purchasing, etc. The status of each record can therefore be readily ascertained and tracked.

Referring to Figure 61, the input layout of a quote is shown. During record input, the system prompts the user at every opportunity. For example, when the cursor is placed within the customer field, a list of previous customers is displayed. Assuming the customer is a repeat customer, the user can select the customer from the list. Various fields are then completed from information previously stored for that customer.

To add an item to a quote, the user clicks the "+" icon, followed by the "Go Prod" button. The Products file is then displayed, as shown in Figure 62. The Products file may contain hundred of thousands or even millions of product records of products from different vendors. When the user selects a product, the all of the relevant information for that product is transferred to the quote. To facilitate selection, the product file may be searched in various ways, e.g. by vendor, product category, etc. By searching the products file by manufacturer part number, the vendor offering the best price for a particular product may be identified.

When all items have been added, the user is asked to specify partial shipment status. The partial shipment status specifies what items, if any, can be shipped separately and what items, if any, are required to be shipped together. The user is further prompted to enter installation information and to ensure that all required cables, brackets, etc. have been ordered. In the case of computer equipment, for example, installation may involve installing a card or installing memory within a computer, loading software, etc. If installation is specified, installation charges are automatically added to the quote.

During the foregoing process, the user may enter notes within a screen 6101. This screen is displayed whenever the quote or MWS is displayed. If a quote is created on the Web, a separate notes screen is provided for customer notes. A corresponding notes screen for internal use only is provided for all quotes.

When the quote is satisfactory, the user may then save the quote by pressing the post to purchasing button.

To ensure that a quote is correct, one or more additional review stages may be required before the quote is converted to an MWS for purchasing. For example, the quote may be reviewed by "inside sales" to make sure that any compatibility requirements have been met and that, from a technical viewpoint, there are no errors in the quote. In a further review stage, the quote may be compared to a paper purchase order, if one exists, to make sure there are no discrepancies. When the quote has passed whatever level of review is required, it is then marked reviewed and converted to an MWS. The format of an MWS is shown in Figure 63.

Note that, during the foregoing process, different people may have different limited privileges. Also, throughout the foregoing process and throughout the system generally, at each information entry point, the user's input is checked for accuracy in order to prevent common mistakes from occurring.

PRIS (Purchasing, Receiving, Installation, Shipping)

Purchasing, receiving, installation and shipping functions are closely interrelated. For this reason, preferably the output display/user interface presented during these different processes preserve a common look and feel.

Purchasing may be based on a real inventory model, a virtual inventory model, or a combination of the two. In the case of the virtual inventory model,

automating purchasing functions in such as manner as to 1) scrupulously avoid physical inventory; and 2) achieve business scalability, becomes a challenge. The following description assumes that purchasing is based at least in part on a virtual inventory model.

A simplistic approach to purchasing is to treat each customer purchase order separately. Under this approach, however, the amount of work involved in purchasing is proportional to the number of customer purchase orders; business cannot achieve 100, 200 or 1000% growth in a short period of time without causing severe growing pains.

Instead, the purchasing module of the present system is designed for business scalability and maximum automation, allowing for dramatic growth without a dramatic increase in human effort and with little or no pain. Scalability is achieved by "commingling" customer orders in such as way that what appears to an outside vendor as a single large order is tracked within the system as a multitude of smaller orders.

Referring to Figure 64, purchase order sales actions result in MWS records, each MWS record including all of the relevant information required for purchasing. In an exemplary embodiment, this information includes internal MWS number, customer P.O. number, sales cost, sales price, vendor, part number, manufacturer, manufacturer part number, installation grouping (within a particular MWS), shipping instructions, and stock/inventory status. Each MWS is assigned a unique MWS number which is used throughout the life of a transaction to differentiate distinct purchase orders. Any unique identifier may server the same purpose, including, for example, a material code number, a purchase requisition number, etc.

The design of a purchasing output display/user interface greatly simplifies the purchasing process. For each item to be purchased, a record is displayed including each of the foregoing pieces of information. Preferably, all of the head-

ing allow for sorting on that heading. Furthermore, all items are selectable and may be expanded (by doubling clicking) into item details.

The user interface allows a variety of actions to be performed, including grouping items within the display, removing items from the display, cancelling or changing various aspects of an order, holding an item or splitting an item (e.g., in order to hold less than all of the items details belonging to an item), etc. In an exemplary embodiment, items may be grouped by stock status (B/O, short stock), by shipping instructions (partial shipment OK, no partial shipment), by vendor, by manufacturer, by MWSs including addendums, etc. Groups of items may be removed from the display, including any of the aforementioned grouping and install groups. An item sold (one or multiple physical items) may be removed or an item detail (a single physical item) may be removed. Cancellations and changes may be made to an item sold, an MWS, shipping method, and freight charges.

In accordance with the virtual inventory concept, items within a group (an installation group or a ship group, for example) are acted upon as a group. For example, if one of the items is removed from the purchasing screen (purchase of the item is delayed), all items in the group are removed from the display. Undesired inventory is therefore avoided. Otherwise, an item might be ordered and received only to find that it must be installed with or ship with an item that is back ordered. Valuable cash is then tied up in inventory waiting for the back-ordered item. The present system avoids such unwanted inventory.

In a typical scenario, a purchaser's work might proceed in the following manner.

- 1. Get all unfinished and new work (all items having no order date).
- 2. Select a subset of items to work and remove all other items from the output display.
- 3. Get all back ordered items and purchase them first. Eliminate related "no partial" items from the output display until the corresponding back-

ordered item has been received.

- 4. Group items from different orders and possibly change vendor on some items to obtain quantity discounts, if possible.
- 5. Place order and repeat.

In a preferred embodiment, at least the latter two steps are performed via the Web or with information obtained via the Web. Orders may either be placed directly or posted for bid by interested vendors. Furthermore, in accordance with supply-chain management functions described more fully hereafter, a single purchase may be "broadcast" via the Web to all relevant vendors and manfacturers within a supply chain for that product.

Various user interface buttons relate to the actual placing of a purchase order. In a telephonic transaction, purchase cost (Pcost) on an item might be negotiated downward below the sales cost (Scost). By selecting an item and clicking on the button, the purchase cost may be input in the course of placing the order. A sales confirmation number may also be input by clicking on the corresponding button. An automatically generated PO number may be assigned by clicking on button. By clicking on the button, the output display is refreshed to remove from the display items that have been ordered. Simultaneously, the system marks the ordered items as ready to receiving, thus preparing the items for receiving.

More preferably, purchase orders, instead of being placed manually, are placed electronically by linking to the seller's network of vendors. Automated purchasing may occur continuously or at regular intervals using "pull" technology, "push" technology, some combination of the two, or some other information retrieval technology or combination of technologies.

Business rules guide the user to follow a pre-established routine for easily accomplishing complex business tasks including purchasing. Note, however, that dynamic workflow allows an experienced user with the requisite access authority to override business rules in order to handle new business requirements. This

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authority is in turn counter-balanced by various consistency checks throughout the system that ensure accountability.

Business rules implemented by the purchasing process include the following:

- 1. Items cannot be ordered before a quote is converted to a MWS.
- 2. Duplicate orders are not allowed by item or MWS.
- 3. Items can only be ordered from approved vendors.
- 4. Purchasing can only be done by authorized personnel.
- 5. Purchasing notes can only be viewed by authorized personnel.
- 6. Purchase costs can only be viewed by authorized personnel.

Referring to Figure 65, purchasing information, derived from MWSs, is used in the receiving process. (An item must have been purchased to be received.)

Returns (RMA) information, also derived from MWSs, is also used in the receiving process. (Return items must be received in order to give credit.)

When the receiving process is begun, only items sold having an order date but no receive date are displayed. Double clicking on a item causes specific receiving instructions for that item to be displayed, as described more fully hereinafter. The display format is very similar to that of the purchasing process. The possible actions that may be initiated, however, are particular to receiving. Those actions include 1) input actions; and 2) display actions.

Information input during receiving includes packing slip number, serial number (each physical item, where applicable), carrier, quantity, payment terms, number of boxes, condition upon receipt, etc. Batch input for all packing slips and items. The system automatically matches input with items that exist in the system such that the same item cannot be received twice, the wrong item cannot be received, a cancelled order cannot be received, etc.

Expected to receive will exclude refusal items. For example, a customer may change his or her mind after an order has been placed but before the item has

been received. In this instance, a refuse instruction may be placed on the item to prevent it from being received.

As in the case of purchasing, in the case of receiving also, great benefit is obtained from allowing vendor access via the Web to see what products order from that vendor have been received. The vendor then obtains the information it requires to be truly responsive to its customer's needs.

Referring to Figure 66, installation is based on the same type of output display. However, only installation groups are shown. Items requiring no installation are not displayed. Furthermore, the user has the option to show all items requiring installation or to show only items requiring installation that have been received. The possible actions that may be initiated include 1) actions used to track installation in various different stages of completion; and 2) input actions, namely input of serial number and asset tag number. (Asset tag numbers may be affixed by prearrangement with the customer and retained in the system indefinitely to assist the customer in accounting for equipment.)

An installation, once begun, may have several possible outcomes. In the typical case, the installation will be completed successfully and the installation group may be released for shipment. In other instances, installation may be only partially completed—e.g., manufacturer technical support may be required, additional parts may be required to complete installation, or additional installation may be required for some other reason. In some instances, the appropriate action may be disinstallation, for RMA purposes or for some other reason. All of these different stages of completion are tracked within the system.

Referring to Figure 67, the shipping process, like receiving, uses both purchase information and RMA information. The output display displays only items sold having a received date but no ship date. Double clicking on a item causes specific shipping instructions for that item to be displayed, as described more fully hereinafter. Input actions that may be initiated include inputting a shipping track-

ing number, serial number (if not previously entered), customer specific number or asset tag number, claim value, carrier (or will call, which causes a local sales tax rate to be applied), payment terms, boxes, etc. Provision is also made to display only those items expected to ship, excluding refusal items, hold items and items with COD/cash terms.

Referring to Figure 68, throughout the foregoing processes, and in particular receiving, installation and shipping, notes conveying instructions regarding specific items may be displayed by double-clicking an item to cause a item detail display to appear. Included within the item detail display are several notes boxes, including boxes for unique installation notes, standard default notes from the customer file, unique shipping notes, standard default shipping notes from the vendor file (for RMA), RMA installation notes, receiving notes, etc.

The PRIS output display also includes an "Expedite" view, shown in Figure 69. The expedite function is to minimize delay in receipt of ordered products. Expedite actions include entering the Estimated Time of Arrival (ETA) of a product based on contact with the vendor and/or shipper and marking items in accordance with various expedite categories, as well as entering notes if necessary concerning the problem and expected solution.

In accordance with one embodiment of the invention, expedite information may be brought up from the MWS screen, as shown in Figure 70. In Figure 70, a radio button has been clicked to cause a Not Received Report to be displayed. This report shows percentage of order completion in terms of ordering, receiving and shipping, as well as the age of the order in days. Various filtering options are provided. Expedite status for each item may be entered by clicking on one of a large number of status buttons, e.g., "Urgent," "Wrong Product," etc. A Not Shipped report screen display is shown in Figure 71.

Expedite status may also be set using a more abbreviated expedite pop-up, shown in Figure 72.

Figure 145 through Figure 149 show different output displays tailored for purchasing, receiving, installation and shipping in accordance with another embodiment of the invention. These output displays are different views of the same underlying data stored in the Item Detail records—the basis "currency" of the system.

Figure 145 shows a purchasing output display. Various columns are common to all of the PRIS output displays, e.g., MWS number and date, internal PO number, customer name and PO number, item description, etc. Columns of particular interest for purposes of purchasing are Scost/Pcost (expected cost at time of sale and actual purchasing cost), Vendor/Conf#, Mfr./Vendor part number (PN), Lprice/Lcost (the last sales price and purchasing cost for this item), Rebate, Special, and Pcomments, or purchasing comments.

Figure 146 shows an Expedite output display. Of particular interest for purposes of expediting are Order/ETA (expected time of arrival at the time of order), Epd ETA/Status (latest ETA, reason for delay, etc.) and Epd Condition.

Figure 147 shows a Receiving output display. Of particular interest for purposes of receiving is Receive Condition.

Figure 148 shows an Installation output display. Of particular interest for purposes of installation are Install/Date and Install Group. Items within a same install group are to be installed together to form a single functional product or assembly.

Figure 149 shows a Shipping output display. Of particular interest for purposes of shipping are Order/Recd and Ship Group. Items within a same ship group are to be shipped together.

As with both purchasing and receiving, preferably vendors are given access via the Web to expedite information relating to that vendor.

The foregoing principles explained in relation to PRIS may be adapted to other businesses in which, instead of installation, any type of transformation may

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be performed. In channel assembly, for example, parts are assembled into a product mere days or even hours before the product is shipped to a customer. The transformation may therefore be assembly instead of installation. In other businesses, the transformation may be quite different, e.g., testing, burning-in, mixing, aging, curing, machining, etc. The transformation may be a single-step transformation or a multiple-step transformation in which intermediate products are produced. Whatever the nature of the transformation, information concerning what materials have been transformed, various stages of transformation, etc., are tracked in the database. The purchasing, shipping and receiving functions described previously therefore become part of a comprehensive materials management system.

RMAs

Normally, the order will be successfully shipped to and received by the customer, who would then begin to use the products. In some instances, however, the product may not work as intended, the product may be lost or damaged in shipping, duplicate products may be shipped, or the customer may change his or her mind, necessitating that a product be returned. Returns are provided for through a Return Merchandise Authorization (RMA) mechanism. The same mechanism may be used for other account adjustments other than actual returns, for example freight adjustments, etc. In fact, in some sense, the RMA mechanism may be regarded as a garbage can of sorts—any action that is later found to be incorrect, for any reason, can be reversed through the RMA mechanism. Furthermore, the existence of an RMA has immediate effect throughout the system, on purchasing, receiving, installation, shipping, accounts payable, and accounts receivable. For example, if an RMA is received and the corresponding vendor invoice has not yet been paid, the vendor invoice will not be paid until the return product is received and shipped back to the vendor and a credit received from the vendor. The immediacy of the effect of creating an RMA is achieved through the use of a central underlying table—item detail—that functions as the building block upon which other tables

depend. In essence, most data is viewed within the system simply as a "window" into the item detail table.

An RMA may also be used for warranty replacement parts. This feature, coupled with Web access, allows customer's to track replacement parts themselves without contacting a technician or service representative. A customer may request an RMA in any of the ways previously described for obtaining a quote or placing an order. When an RMA request is received, an RMA record is created. An RMA screen display is shown in Figure 73.

Referring again to Figure 63, a MWS display includes an RMA button. When this button is clicked, the user is prompted to select an item from the displayed MWS for return. An Add RMA Record screen display such as that of Figure 74 is then used to specify return type, reason, etc. A typical RMA has two "sides," the customer side and the vendor side. When the item to be returned is selected, preferably both the customer side and the vendor side are filled out by the system. Any changes may be made from a screen display such as that of Figure 75. By clicking a button, the screen display of Figure 75 allows for display of the customer side only, the vendor side only, or both sides of the transaction, as well as claims information.

A return may be made for any of a number of different reasons. Different return types are therefore defined. Depending on the return type, some RMA fields will not be applicable. Preferably, the system is provided with sufficient intelligence to automatically fill in these fields as "N/A."

As shown in Figure 76, a lookup table may be used complete various fields of an RMA record based on the selected return type. If a return is for credit, for example, then return type 1 is the corresponding return type. Depending on whether payment was by check, credit card or credit memo, different fields may be applicable. In the present example, however, the mode of payment does not affect the manner in which the RMA is completed. As noted previously, an RMA has

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both a customer side and a vendor side. In Figure 76 therefore, each table cell has an upper half corresponding to the vendor side (V) and a lower half corresponding to the customer side (C). To take a few example fields, in the case of a return for credit, no replacement product is called for, hence the Repl MWS column is marked N, for no. Since no replacement product is expected, then on the vendor side, the Rec'd column is N/A, and on the customer side, the Ship column is N/A. Similar logic dictates the way in which the remainder of the table is completed.

Similar logic tables may be used to automatically approve RMAs and provide an RMA number instantaneously for most RMA requests. Again, approval has a customer side and a vendor or manufacturer side, at least in the case of a virtual inventory model. (RMAs eliminate, or at least minimize, the hazard of accumulating obsolete inventory as a result of returns.) In an exemplary embodiment, a series of limit checks are performed on an RMA request. Referring to Figure 77, a limit file is shown, having a customer portion, a vendor portion and a manufacturer portion. Assume once again that the return type is return for credit, and assume further that the payment mode was check. The first column has a Y value, indicating that automatic approval of RMAs of this return type are allowed. The next three columns relate to the manufacturer and contain the values Y, Y and N, respectively, indicating that for the RMA to be approved the manufacturer must allow returns, that the manufacturer must further allow open box returns, and that the time to RMA cannot exceed the manufacturer's allowed maximum time duration. For a particular manufacturer, the manufacturer's specific return policies are stored in a table such as that shown in Figure 78.

Referring again to Figure 77, the next two columns relate to vendor and contain the values N and N/A, respectively, indicating that the time to RMA cannot exceed the vendor's allowed maximum time duration and that the vendor's restocking fee policies are not applicable for this type of return. For a particular vendor, the vendor's specific return policies are stored in a table such as that

shown in Figure 79.

Referring again to Figure 77, the next four columns relate to customer and contain the values N, N, N and N/A, respectively, indicating that the time to RMA cannot exceed the maximum time duration allowed for this customer, that there must be no restocking fee, that the sales price cannot exceed the maximum allowed for this customer, and that customer service fee policies are not applicable for this type of return. For a particular customer, specific return policies for that customer are stored in a table such as that shown in Figure 80.

If an RMA request meet all of the applicable automatic approval criteria, then it may be automatically approved, instantly, and an RMA number communicated to the customer as shown, for example, in Figure 81.

A more detailed listing of RMA types, subtypes and conditions is provided in Figure 159.

Business rules implemented by the RMA module include the following:

- 1. RMAs can only be created for items shipped to customer.
- 2. One item per RMA (quantities are OK).
- 3. Replacement Quotes are created by the user specifying the appropriate replacement product.
- 4. Generation of printed/faxed RMAs with Return packing slips for customer use.
- Receiving can only receive items from customers with valid RMA issued.
- 6. Wrong or defective products automatically create RMAs.
- 7. Replacement MWSs can only be shipped after being released by purchasing.
- 8. Vendor RMAs must have vendor RMA numbers before shipping.
- 9. Complete control of RMA module by executive group.

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One characteristic feature of the present system perhaps most evident in relation to RMAs is the display of information in a very complete way and in such a manner as to allow ready interaction. In conventional database applications, information is presented in simple row format within an output display. Multiple levels of "drill-down" may be required to display a particular detail. Furthermore, entry or manipulation of information can typically only be performed from a separate input screen.

In the case of the present system, by contrast, as exemplified by the RMA display of Figure 73, records are presented in a very information-rich format. Entry or manipulation of information is enabled within the same screen display. In the case of RMAs, for example, a user with the proper authority is able to approve or cancel an RMA, change an RMA to a different type, release a replacement shipment, etc.

A further important feature also greatly facilitates convenient navigation and ease of use. In most systems, to display related records, a search editor is used to enter a search. In the present system, by contrast, a "related-switch" menu bar is provided within most displays. Using this related switch feature, a user may select one or more records within the output display and select a related file from a popup of related files. The system then searches in the related file for records related to the selected records and displays the related records in the output display format of the related file. In the case of RMAs, for example, the related switch capability may be used to switch to related customer invoices, vendor invoices, credit memos, etc. One file may be related to another file but only indirectly, through a third file. In this instance, an intermediate search is required, the results of which are not displayed. Of course, the number of intermediate files may be more than one.

Preferably, vendors are given access via the Web to RMA information pertaining to them. A vendor may then immediately provide an RMA number without requiring any human intervention.

With vendor access to purchasing information, receiving information, expedite information and RMA information pertaining to that vendor, a truly integrated supply chain results. Such an arrangment makes global commerce just as convenient as local commerce. For example, a seller may have ten or hundreds of vendors worldwide, many in locations where the time difference would ordinarily make doing business difficult and tedious. Such difficulty is removed in the case of the present system, because all of the intelligence needed to do business resides in the system and is readily accessible at each party's convenience wherever in the world that party may be.

As previously described in relation to PRIS, the present single-database system contains information about installation and product configuration. This information may be used to advantage to avoid a common problem encountered in relation to RMAs. When a product is returned that has other add-on products installed, the user may forget to remove these add-on products before shipping the product to be returned. For example, a printer may have installed a memory upgrade and a network card. If the printer is returned to the vendor with the memory upgrade and the network card installed, there is some likelihood of the memory upgrade and network card being removed during service and not re-installed. These add-on products may then become lost.

To avoid this problem, when an RMA is requested for a product that has had one or more add-on products installed, a dialog is displayed to the user reminding the user to remove the add-in products prior to shipping back the product. The same reminder may instead, or in addition, be sent by e-mail, fax, etc.

The PRIS capabilities described previously may also be used to advantage to track RMA status and display status information via the Web. The stages of an RMA typically include some or all of the following: 1) shipped from customer to reseller; 2) received by reseller; 3) shipped by reseller to vendor; 4) received by

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vendor; 5) shipped by vendor; 6) received by reseller from vendor; and 7) shipped from reseller back to customer. With the possible exception of number 5, status information with respect to each of the foregoing stages is available within the database or, in the case of number 4, through conventional electronic tracking services offered by carriers such as UPS, Federal Express, etc.

Design Philosophy: Self-Correcting Knowledge-Based System

The information-rich action-oriented displays previously mentioned are a manifestation of a design philosophy in which a system knowledge base is continuously expanded with user assistance and reflected in the manner in which users interact with the system. Other manifestations of this design philosophy are found in the options described previously (Table 1 and Figure 124 through Figure 128) and the experiential constraints alluded to previously and described in greater detail hereinafter. Referring to Figure 129, a knowledge base is initially created based on system analysis and design considerations, considering the range of possible outcomes at each stage of the business process, and considering further the goal of total automation, phones free and paper and pencil free. These system analysis and design consideration will necessarily be incomplete—hence the need for dynamic workflow. No pretense is made that a single predetermined workflow definition will prove adequate in practice.

The knowledge base affects user interaction with the system through two different kinds of displays, a data input display and a process display. The data input display is used to actually enter data into the system. During the course of data entry at entry points E1-E9 (Figure 59), rigorous entry qualification occurs to eliminate errors. In the case of PRIS, for example, during receiving, only ordered items are allowed to be received. To cite a further example, during vendor invoice entry, described hereinafter in relation to Figure 121 through Figure 123, the system detects an attempt to enter a duplicate invoice number and prevents the duplicate from being entered. The process display is used to act on the data within the

system to move an item to the next stage, and in the course of such action has the effect of changing the status of records acted upon. In the case of RMAs, for example, the user may easily, with the click of a button, approve or cancel an RMA, issue a customer credit memo, change the N/A settings of the RMA, etc. In the case of expedite, the user may easily, with the click of a button, record the reason that a product has not been received. To cite further examples, in the case of vendor invoices and customer invoices, described hereinafter, the user may easily, with a click of a botton, mark a vendor invoice for approval or cause an aging report window to be displayed for customer invoices.

The knowledge base and the application of it to data input and user actions is what makes an automated, end-to-end, sequential business process possible. Depending on the skill level of the user, the user is given some level of authority ranging from minimum authority to maximum authority. For users with minimum authority, the system ensures that work gets done in a prescribed, correct manner. For users with greater authority, dynamic workflow provides myriad additional possibilities while maintaining accountability.

During use of the system, unanticipated circumstances are bound to arise in which the user cannot accomplish his or her task (or accomplish it as well) in a phones free, paper and pencil free manner using the current features of the system. In this event, the knowledge base of the system is then added to to solves the user's problem. In some instances, the user may be able to add to the knowledge base directly. For example, the user may wish to add a further return type by adding an entry to the table of Figure 75. Similarly, in the case of factual performance evaluation, described hereinafter, the user may choose different performance metrics or combinations of metrics to be tracked and displayed. In other instances, adding to the knowledge base may require administrative intervention. In the case of the options of Table 1 and Figure 124 through Figure 128, adding further options may require the efforts of a programmer.

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Having described for an order the course of events in the product domain, the course of events in the payments domain will now be described, first in relation to sales tax and sales commissions, then in relation to customer payments and finally in relation to vendor payments.

Sales Tax and Sales Commissions

Sales tax and sales commissions are automatically computed and stored in the system based on applicable tax rates and commission rates.

In the case of sales tax, a sales tax table contains state tax rates and local tax rates. For a particular sale, the applicable tax rate is determined based on the ship-to address. Typically, preliminary tax payments are made each month and a final tax payment is made each quarter. Sales tax records are automatically added to a sales tax register (first prepayment, second prepayment, or final quarterly payment) for the appropriate period. As shown in Figure 82, the sales tax module automatically calculates the figures to be entered on each line of a sales tax return, or may be programmed to print out the actual return.

In the case of commissions, commission rates are stored within a Sales Rep file and a Sales Support file. Because each order is worked on by both outside sales and inside sales, each order will typically have two commissions. Commission records are created at the time a customer invoice is issued. Commissions are then approved and scheduled to a commission register for payment in a similar manner as accounts payable, described hereinafter. Multiple levels of commissions are provided for. A simple example of multiple commissions is where an outside salesperson responsible for customer interface is supported by an inside salesperson that reviews orders for correctness and troubleshoots the order, if necessary, during the fulfillment process. In more complex organization structures (e.g., multi-level marketing), the number of commissions may be greater than two.

Accounts Receivable

When an order is shipped, a customer invoice is automatically issued, i.e., entered into the computer system. If paper invoices are required, then at regular intervals (each day, for example) an accounts payable clerk prints out, checks and mails customer invoices issued during the preceding interval. (Alternatively, the printing and mailing of customer invoices may also be automated.) In an exemplary embodiment, invoices are issued using the "Issue invoices" option within the customer invoice file. A customer invoice screen display is shown in Figure 83. With the passage of time from the invoice date, invoices pass from one category to another, e.g., 30 days, 60 days, 90 days, etc. At any time, the accounts payable clerk may view invoices within different categories. Also, as is the case with other output screen displays, the user is able to manipulate information and interact with the system, e.g., to analyze an account, add a comment or note, etc., all without paper and pencil.

Referring more particularly to Figure 84, from a MWS output screen display, the user can select a group of invoices and click on a collections button to cause a collections summary to appear. By further clicking on a By Customer button, the selected invoices are broken down by customer as shown in Figure 85.

When a customer payment is received, a payables clerk clicks an add record button to add a customer payment record. The clerk is then presented with a pick list of customers. The clerk selects the customer from which the payment has been received. The customer is then prompted in turn to enter the mode of payment (check, cash, etc.) and the payment date. A customer payment record such as that shown in Figure 86 is created. A payment may correspond to multiple invoices. The clerk enters from the check stub reference numbers and invoice numbers, as well as the respective amounts, for each invoice (or credit) to which the check purportedly applies. Referring to Figure 86, for example, the check #429069, as indicated on the check stub, pertains to five different items, or reference numbers, the first three of which are invoices and the last two of which (DM32890/4829 and

DM32889/4695) are credits.

After the reference and invoice numbers have been entered from the check stub, the system attempts to match the entries to the corresponding invoices within the system. The clerk is prompted to enter the type of each item (e.g., invoice or credit) and the amount indicated on the check stub. The system then checks to see if the amounts indicated coincide with the expected amounts stored within the system and indicates each item as being reconciled or not reconciled. The clerk then saves the record, which may then be approved and posted by supervisory personnel.

Discrepancies may occur between payment amounts and invoice amounts, i.e., both overpayment and underpayment may occur. An OverUnderPay file is used to track and resolve such discrepancies. An OverUnderPay screen display is shown in Figure 87. A corresponding record detail screen display is shown in Figure 88. OverUnderPay is an example of dynamic workflow and allows for the application of user discretion in handling overpay and underpay situations given the requisite authority.

Business rules implemented by the A/R module include the following:

- Invoices will be automatically created on shipment of products to customers.
- 2. Items can only be invoiced once.
- 3. Invoices must be issued by accounting before they are valid.
- 4. EDI invoices are provided for. EDI invoices will automatically be sent via EDI.
- 5. EDI invoices PID numbers must match PO PID numbers in the EDI file.
- 6. Customer invoice numbers indicated on the check stub must match with existing customer invoice numbers in the system. The amounts must correspond, else an overpay/underpay records is created as described above.

Customer Collections

An important object of the present system is to allow routine operation of an entire business without paper and pencil. In the course of performing a business function, a person will typically gather information from various sources and jot down the information for reference while performing the business function. This reliance on paper and pencil is perhaps most apparent in the area of customer collections. Every invoice to be collected presents a different situation, as does every customer. Previous contacts with the customer may need to be followed up on, or, conversely, the customer may become annoyed at too frequent contact.

The present system overcomes these problems by providing a highly-usable customer collections "environment." Referring more particularly to Figure 141, the customer collections environment is shown within the bottom portion of the screen. Within the top portion of the screen is displayed a Customer Invoice output display showing selected invoices of a particular customer.

The customer collections environment within the bottom portion of the screen is composed of various different panels. A "Get" panel presents aged A/R information and allows the user to retrieve invoices within the different age categories. Pressing "Get" for a particular category causes the corresponding invoices to be listed within the Invoice panel to the left, from which the user can select a particular invoice for display.

The "Get" panels also provides a get Problem/Tickler option. Each invoice may be marked with one or more problems and/or one or more ticklers. When an invoice is selected, problem codes representing problems associated with that invoice are displayed within a Problems list box. Similarly, ticklers associated with that invoice are displayed within a Tickler Log. The user can add and remove problems and ticklers to and from an invoice as appropriate.

A Contact Log is used to record contacts and attempted contacts with the customer. For example, if the customer says "Please don't call again for six

weeks," this information can be recorded in the Contact Log. Below the Tickler Log is located a financial summary of the current selected invoice. Below the Contact Log is located payment details of the current invoice. Below the financial summary panel are located text box for invoice-specific notes and invoice-specific keywords. The ability to assign keywords to record and retrieve records using those keywords is provided for the user's convenience. Below the payment details panel is located customer contact information, and to the right of the customer contact information is located a text box for customer-specific notes.

In Figure 141, the user has selected a Get Problems option. As shown in Figure 143, a text box is then displayed listing various possible problems. To mark an invoice as having a particular problem, the user selects that problem and clicks OK. If instead the user selects Get Tickler, a text box as shown in Figure 144 is displayed listing various ticklers. To mark an invoice with a particular tickler, the user selects that tickler and clicks OK.

Referring to Figure 142, the user may also search for invoices within particular categories, regardless of whether a particular invoice has been marked as having a problem or not. The categories (e.g., "With addendums," "Replacements without credit memo," etc.) will typically have implications that affect collection. Dealing with categories of invoices in this manner increases efficiency.

Because all of the relevant information needed to perform collection, including client contact information, is captured in the database and displayed in a readily-accessible and usable fashion, the collections function can be performed by a relatively unskilled worker following a minimum amount of training. Furthermore, the collections function may be performed by one person one day and another person the next day without confusion or loss of effectiveness, minimizing the effect of sickness and/or employee turnover.

Accounts Payable

The accounts payable module is designed to ensure that invoices are timely

paid but to prevent double payment, overpayment, etc., and to systematically resolve problems with invoices so that they may be paid. The payment policy may be more or less aggressive. On the aggressive side, for example, the system may provide that a vendor invoice is paid only after a corresponding customer payment has been received, thereby assuring a stable cash flow.

A vendor invoice screen display is shown in Figure 89. When vendor invoices are received, they are entered within a grid such as that of Figure 90. The invoice number and PO number are entered manually from the invoice. The payee and vendor are preferably selected from pick lists. The invoice date, total billed, tax and freight are entered manually from the invoice. For each entry within the Add Invoices screen, a vendor invoice such as that of Figure 91 is created. Based on the PO number, the system displays items sold from the MWS (with or without addendum, or possibly even multiple addendums) to which the invoice pertains.

The vendor payment process begins by an accounts payable clerk invoking a Daily Vendor Verification option. Referring to Figure 92, this option identifies all of the open vendor invoices and runs them through a "sieve" to determine which invoices are "clean," i.e., fully reconciled, and which invoices are not clean, i.e., have discrepancies. Within each the categories clean and not clean, there are numerous sub-categories arranged in order from most important to least important. A given clean invoice may in fact fall within several sub-categories, but is categorized at any given time into the highest sub-category to which it belongs. Similarly, a given invoice that is not clean is categorized at any given time into the highest sub-category to which it belongs. By double clicking on a particular category, invoices belonging to that category are displayed. Typically, the payables clerk will pre-approve clean invoices for approval by supervisory personnel having authority to approve payment. Invoices that have been approved are then scheduled by the payables clerk to a payment register, an example of which is shown in Figure 93, for payment in accordance with their respective due dates.

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For invoices that are not clean, the payables clerk displays invoices from the highest sub-category, investigates each invoice and attempts to fix the particular discrepancy involved with that sub-category. The same approach is followed with the invoices of each sub-category in turn. The verification is then re-run. Some invoices may have become clean, whereas other invoices may have passed to a next-lower sub-category but may still not be clean.

Referring again to Figure 90, prior to entering invoices, the user is prompted as to which type of invoices to be entered, including as one possibility freight bills. When a freight bill is entered, the user enters the invoice number, PO number, and payee (the latter from a pick list), and instead of a vendor list, picks a carrier from a carrier list. The user is then prompted to enter a date range specifying a period to which the freight bill pertains (Figure 94). Shipping records are then searched, and freight charges for shipments with the specified carrier during the specified period are totalled. Invoice entry is then completed in the usual manner. If the invoice amount entered from the invoice equals the expected total charges, then the resulting invoice record is marked reconciled. If not, then the invoice record is marked not reconciled.

Qualification of user inputs, previously described, occurs at each entry point E1-E9 of Figure 59 but is most readily illustrated with respect to invoice entry. Figure 121, Figure 122 and Figure 123, respectively, illustrate various warning dialogs used to prevent entry of erroneous data. If entry of a duplicate invoice number is attempted, for example, a dialog such as that of Figure 121 is displayed, and the system refuses to permit the duplicate entry. If an attempt is made to enter the same invoice twice during an entry session, then a dialog such as that of Figure 122 is displayed. If the system detects that the same invoice number has been used previously but with respect to an apparently different vendor, then the user is notified (Figure 123) and may choose whether or not to proceed.

Note that each item can have only one active customer invoice and one

active vendor invoice. This feature prevents may common AR/AP errors. For example, if duplicate vendor invoices are received in relation to a single item, only one of those invoices will be matched with the item record representing the physical item. The other vendor invoice finds no place in the system.

Business rules implemented by the AP module include the following:

- 1. Items can only be billed once by a vendor.
- Vendor invoices must reconcile with purchasing costs and terms (freight, tax, payment dates, etc.).
- 3. No duplicate vendor invoices are allowed. A vendor invoice is identified by a combination of vendor invoice number and MWS number.
 Hence, the same vendor invoice number may be billed against different MWS numbers (since some vendor's numbering systems may generate duplicate numbers), but not against the same MWS number.

Vendor verification is merely exemplary of a more general methodology for accomplishing a business task. This more general methodology allows a user to perform a business task without the need to refer to different sources of information. In an exemplary embodiment, it involves the following steps:

- A classification scheme is specified, consistent with common business practice and terminology.
- An algorithm is applied whereby items are classified, marked and displayed according to category.
- Within a single display screen, the categorized items are displayed along with one or more user interface controls for taking action with respect to an item.

The items may be items within any of the foregoing domains—products (e.g., computer equipment), payments (e.g., vendor invoices, customer invoices, payment registers), performance (e.g., accounts), or personnel (e.g., activity sum-

maries). Furthermore, the items may be single items or groups of items (e.g., master worksheets).

Other exemplary uses of the foregoing methodology will be briefly described. Still others will be apparent to those of ordinary skill in the art.

The items may be customer invoices and the business task may be collections. The invoices may be classified into various classifications according to the reason for non-payment, e.g., never received, return requested, price discrepancy, etc. The items may be order items and the business task may be an expedite task. The items may be classified into various classifications, e.g., vendor lost order, (re)seller lost item, item damaged, wrong item, empty box, etc. The items may be master worksheets and the task may be purchasing. The master worksheets may be classified into various classifications, e.g., replacement MWS, addendum, internal use, etc. The items may be payment registers and the business task may be reporting. The payment registers may be classified into various classifications according to payee, e.g., vendor, federal government, state government, local government, service providers, etc.

Nightly or Periodic System Update

In addition to the foregoing business rules, or experiential constraints, implemented within each of the individual modules, recall that cross-checks between various domains are performed at intervals. Such cross-checks may be performed nightly or at other periods of low system activity. When performed nightly, the cross-check routine may be referred to as a nightly update. As a result of the nightly update, a nightly update report is generated, all or selected portions of which are automatically emailed to responsible individuals for receipt the following morning. An example of a nightly update report is provided as Appendix A.

General Ledger and Real-time Financials

Having described for an order the course of events in the payments domain,

the course of events in the financial performance domain will now be described.

The most "tasking task" for most small- and medium-sized business is accounting. Accounting packages typically come in one of two flavors, packages for non-accountants that mask the complexity of generally-accepted accounting principles (GAAP) but do not provide information in "accountant-ready" form, and packages for accountants that are not readily understood or used by non-accountants. The need for real accounting documents coupled with the difficulty of producing them has necessitated considerable reliance on accountants, either outside accountants or full-time paid staff. If an outside accountant is used, the accountant brings the books up-to-date only at intervals. Even in the case of full-time paid staff accountants, the books are typically brought up to date only monthly, or at most weekly, because of the arduousness of the process. Typically, invoices are reviewed and confirmed, then manually posted, then a trial balance is run, adjustments are made, etc.

Accounting information is presented in the form of financial statements. Information about each item appearing on the financial statements is gathered in an account. An account exist for each asset, liability, revenue, expense, and category of owner's equity of a company. More particularly, the classic accounting process involves the following steps:

- Analyzing business and financial transaction to determine if they affect accounts;
- 2. Journalizing transactions affecting the accounts;
- 3. Posting journal entries to accounts;
- Determining the balance in each account using incoming bank statements;
- 5. Preparing a total of all the account balances, called a trial balance;
- 6. Determining whether any adjusting entries are necessary and journalizing and posting such adjusting entries:

- 7. Preparing financial statements;
- 8. Closing income statement accounts and establishing ending balances for use in the next accounting cycle.

In classic accounting practice, the effects of a transaction are not recorded directly into the accounts. Rather, they are recorded in a journal entry in a general journal, or general ledger (GL). The process of transferring the information from the journal entry to the accounts is called posting. At the end of the fiscal period, before making any adjusting entries, an accountant prepares a schedule listing all the individual account titles and their respective debit or credit balances. Following the trial balance, various adjusting entries may be required to assure that revenues are reported in the period they were realized and that all expenses are matched with the revenues they produced. An adjusted trial balance is then produced. Financial statements are generally prepared on worksheets from the adjusted trial balance. Whereas balance sheet accounts are permanent (or real) accounts, income statement accounts are temporary (or nominal) accounts. Because the data collected in an income statement account is only for the current fiscal period, the balance is not carried forward but is eliminated at the end of each fiscal period. The process of eliminating the balance in each of the revenue and expense accounts (by transferring the balance to a different permanent account) is called closing the accounts.

As a result of the cumbersomeness of the foregoing process, management processes accommodate the limited availability of accounting-derived management information. In reality, however, the need for management information is constant and ongoing, and cannot be expected to synchronize itself to the availability of accounting information without sacrificing performance.

The present software takes a different approach to financial performance activity. In contrast to typical practice in which an accountant gathers data from all departments and performs accounting functions after the fact, in the present sys-

tem, accounting functions are performed concommitant with data entry. Instead of manual posting of accounting entries, posting is automatic, either continuous or at user-specified intervals (e.g., nightly). For non-accountants, the complexities of accounting are hidden completely—users simply go about their usual activities of running the business. The automatic posting process, however, generates entries in GAAP format. Furthermore, instead of a limited number of "canned" reports, a GUI-based report-writer is provided that allows any kind of report to readily generated, either on command or on schedule. At any time, a user may simply press a button and obtain a real-time, accurate financial report.

Because posting is automatic, posted entries are not guaranteed to be correct. (Because of the stringent qualification of user entries, however, errors are greatly minimized.) Therefore, unlike conventional accounting packages, entries are allowed to be modified. In the case of invoices, for example, invoices are allowed to be modified up until the time they are paid. As invoices and other records are viewed and modified, they are flagged to be checked by a centralized GL module to determine if the modification requires an adjusting entry. If so, the adjusting entry is made automatically alongside the original entry.

Although in an exemplary embodiment the GL module is a centralized module, the functionality of the GL module may be distributed among the various modules so as to operate continuously. For example, an AR portion of the GL functionality would make general ledger entries immediately to reflect payment information as it is input, a purchasing portion would make general ledger entries immediately to reflect obligations as incurred through purchase orders, etc.

To use the real-time financial capabilities of the present system, the user sets up accounts, then assigns accounts to different line items of records within the system. More than one account may be assigned to a line item. If only one account (i.e., a single default account) is assigned to a line item and an automatic posting option is selected, then the line item is automatically posted to that account.

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Default accounts are set up for various different files, such as AP, AR, cash, credit card transactions, commissions, payroll, etc., as shown in Figure 95. The manner in which these defaults are established will be described.

Accounts are set up within a chart of accounts. The chart of accounts keeps a record of each account including the name of the account, type of account, account code, etc. To add an account, the user enters information about the account within an entry screen such as that of Figure 96. Whereas debits and credits are intelligible primarily to accountants, increasing and decreasing a balance are concepts easily understood by non-accountants. Hence, when an account is first established, a button is selected designating whether the account balance is increased by a debit or by a credit. Thereafter, user may use the more familiar concepts of increase and decrease. An exemplary chart of accounts display is shown in Figure 97. Doubling clicking on a particular account results in a display such as that of Figure 98. The date of each transaction contributing to the balance is shown, together with an explanation, the journal reference number, and the amount. This screen display may be used to modify account information as necessary.

For accounts receivable, a correspondence between line items on a customer invoice and specific accounts is set up through a customer setup display, shown in Figure 99. Generally speaking, each of the different list boxes corresponds to an amount that is (or is derivable from) a line item (or multiple line items) on the customer invoice or other record. The account or possible accounts to which the amount is to be or may be posted are specified by clicking the "+" button and selecting from a pop-up list of accounts of the appropriate type. If multiple accounts are selected, one may be selected as a default account, the effect of which is explained hereinafter. If for each list box only a single account is selected and is designated as the default account (using the Set Def button), then posting is automatic and is performed on a continuous basis or at regular intervals (e.g., daily).

As a result, a truly up-to-date financial report can be run at any time.

Referring to Figure 100, an accounts receivable display is shown in accordance with an exemplary embodiment of the invention. For each customer account, there is shown the GL account to which balances are posted, the current account balance, and amounts 30, 60, and 90 days overdue, respectively. By double-clicking on a balance field, transactions records relating to that balance field are displayed. For example, double-clicking on the current balance of \$2,712.75 shown in Figure 100 results in a display such as that of Figure 101. The date of each transaction contributing to the balance is shown, together with an explanation, the journal reference number, and the amount.

Corresponding screen displays for accounts payable as those of Figure 99, Figure 100 and Figure 101 for accounts receivable are shown in Figure 102, Figure 103 and Figure 104, respectively.

If the setup of accounts indicates that an amount may be posted to more than one account, then manual account distribution is required. Referring to Figure 105, a pop-up screen display used for this purpose is shown. The assigned accounts are displayed, and the user enters debits or credits for the accounts as appropriate. The effect of a debit or credit (increase or decrease in the account) is displayed as an aid to the novice user.

Referring to Figure 106, a general journal display is shown in accordance with an exemplary embodiment of the invention. For each transaction there is displayed a journal reference number, account titles and explanation, and posting reference to the account codes of the accounts debited or credited as result of the transaction. Doubling-clicking on a particular account results in a display such as that of Figure 107. The date of each transaction contributing to the balance is shown, together with an explanation, the journal reference number, and the amount.

As a result of the continuous, automatic posting activity described, once a financial report has been defined, it may be run at any time (or at scheduled times)

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and is assured to be up-to-date. Moreover, it is verifiable, i.e., every supporting transaction may be readily retrieved and viewed. In an exemplary embodiment, a financial report is defined using a display screen such as that of Figure 108. The display follows a familiar spread-sheet-like format. For each line of the report, a line item description is entered. Then, in the appropriate column, the user enters either an account (by selecting from the chart of accounts pop-up), a calculation formula, or even the result of another report. When a report is run that requires the result of another report, that other report is run first. An actual report generated using the report definition of Figure 108 is shown in Figure 109.

A report, instead of being the line-time type of Figure 109, may be a trend analysis report. Trend analysis provides a powerful tool for understanding interrelationships between various aspects of a business. Referring to Figure 110, a trend analysis report is defined in similar manner as an ordinary financial report. A cell is selected and the user is prompted as to whether the cell contents is to be a local balance, a linked field (from another report), or a calculated field. In the illustrated example, local balance is selected, and the user selects an account from the chart of accounts pop-up, in this instance Cash in Bank #1. To investigate the inter-relation of different accounts, a further account would then be selected, say Trade Accounts Payable. Plot labels may be entered by the user that differ from the actual names of the accounts themselves. Referring to Figure 111, a trend frequency is then selected. In the example of Figure 111, the trend frequency has been set to daily. The trend analysis is then run and the raw data displayed as shown in Figure 112. Referring to Figure 113, various graphing options are provided. In the illustrated example, the data is presented in the form of line graphs.

Trend reports, aside from comparing one account to another over the identical period, may also compare the same account over different periods. Hence, in the case of both financial reports and trend analyses, an important feature is that the date range of the report is arbitrary. Historical data for all past periods (or at

least a considerable number of past periods) is stored in the database, enabling reports to be run for any period of time, not just the current period.

Human, Group and Organization Performance

Having described for an order the course of events in the financial performance domain, the course of events in the personnel domain will now be described.

By and large, present-day work activities are based on the model of an 8-hour work day, 40-hour work week. What is tracked quantitatively is time and attendance. Actual performance, by and large, is tracked qualitatively. Although such a model may have been adequate for the industrial revolution, it is inadequate and without basis for purposes of the information revolution. Instead, the present system allows performance to be quantitatively tracked.

Referring to Figure 114, there is shown a human resource infrastructure for a virtual organization performance evaluation model. All company personnel are linked to a digital "HR backbone," including operational management (V.P.s, managers), engineering, strategic management (president), financial and legal personnel (CPA, lawyer), and staff within various departments (customer service, shipping/receiving, technical, accounting, purchasing, etc.). In concept, the HR backbone could be any information conduit. In an exemplary embodiment, the HR backbone is realized by the same integrated, Web-enabled, client/server database as described heretofore. Various functional blocks manipulate data stored within the database and form a personnel module.

Two functional blocks in particular from the basis for performance evaluation, a Measurement Factors block and a Score Keeper block. For each individual whose performance is to be tracked, a list of tasks performed by the individual is compiled, together with an estimate of what percentage of the individual's overall assignment each particular task constitutes. Using this information, the individual participates in the setting of realistic goals within various categories. These goals

are stored so as to readily accessible to the individual for frequent review. The goals in turn dictate measurement factors/parameters tracked by the "descriptive" Measurement Factors block. These factors/parameters form the answer to the question "What is the pertinent data within the database upon which to evaluate the performance of the individual?," both individually and as a team player. Suggestions received from within the organization may influence the pertinent measurement factors/parameters.

The question, "How should the data be viewed?" is answered by a group of "normative" functional blocks. These blocks generate outputs to the Score Keeper block, which measures the degree of success or failure with respect to each goal. The same outputs are input to a "presentation" block that serves to educate employees as to the effects of various normative performance measures on financial performance and on factors affecting customer satisfaction, to help employees identify trends, etc.

Customer feedback (both commendations and complaints) are preferably also be received by and input to the system. A firewall provides security for internal data and allows limited access by customers to provide feedback. Customer feedback, although not strictly objective like the other factual measures of performance tracked by the database, can be an important indicator of performance.

Referring to Figure 115, a more detailed view is shown of the kinds of data stored in the human resources portion of the database. With the exception of data relating to performance measurement factual review, the data represented in Figure 115 is static or semi-static data that changes relatively infrequently or not at all. The top portion of the figure relates to candidate data, whereas the bottom portion of the figure relates to employee data.

For candidates, data stored in the database includes personal data, previous employment data, and previous performance data. The data is obtained from the candidate and from other outside sources, and may also be made available to the

candidate, e.g., through the Web. During the hiring process, employment documents are scanned (or input directly by the candidate during the application process) into the database. For employees, data stored in the database also includes personal data, employment data and performance data. In addition, for employees, data regarding achievements and special recognition is stored.

Performance measurement factual review is dynamic in nature and may be performed in a manner illustrated in Figure 116. Depending on the organizational level, performance measurement is either financial-oriented or assignment oriented. For branches, divisions, subsidiary companies and their parent company, for example, performance measurement is financial-oriented and uses financial analysis algorithms. In particular, using the universal financial report generator described previously, any desired financial ratio may be tracked, as well as any arbitrary combination of account codes in order to discover relationships. Cash flow statements and budget analyses may also be generated. Based on this information financial performance goals may be set and contributing goals may be accurately derived.

At the department, group and employee level, performance measurement is assignment oriented.

Referring to Figure 116, evaluation of human performance is made possible by collecting an assemblage of activity data to which analysis algorithms may be applied. This assemblage of activity data is referred to as Algorithm of Activity Data. For each different assignment (e.g., Quotes, MWSs, Customer Invoices, etc.), activity is tracked in three principal ways: quantity per period, dollar volume by period, and time between stages of completion (e.g., time from posting of quote to conversion to MWS). The relevant period is preferably user-selectable. In addition, the responsible department and the upstream and downstream departments that affect and are affected by the assignment are identified (and refined, if necessary, as experience with the system is gained). RMAs affect all assignments and

are therefore tracked in relation to each assignment. For example, quotes made during a period may total one million dollars but may have ultimately resulted in half a million dollars of RMAs.

The Algorithm of Activity Data serves as a foundation for human performance evaluation. Referring to Figure 117, for each individual employee to be evaluated, various metrics from the Algorithm of Activity Data are chosen and tracked for that employee, resulting in Employee Specific Task/Assignment Activity Data. Different aspects (e.g., quantity, dollar volume, completion times) of an assignment (e.g., Quotes, MWSs, Customer Invoices) may be chosen as metric for evaluation for a particular employee.

The Factual Performance Analysis Measurement process performs calculation on the Employee Specific Task/Assignment Activity Data, for example calculating time "deltas" between different stages of completion of an assignment. Resulting data is supplied to at least three destinations: a Measuring Algorithm, a Historical Data Comparison Algorithm, and an output display structure, indicated by dashed lines. The Measuring Algorithm compares actual performance to desired performance established by goals. Preferably, goals are set by employees in consultation with management. In an exemplary embodiment, the Measuring Algorithm compares actual performance to desired performance in three different categories: routine assignments (daily, on-going), scheduled tasks (not on-going) and special projects (typically short-lived). In addition, unique date-independent measurements may programmed, for example as alerts. For example, the user may program the Measuring Algorithm to alert the user whenever the time delta between creation of a quote and posting of the quote is seven days or greater. Various priorities may be established in accordance with corresponding parameters. For example, a particular order may be marked as critical, causing an alert to be displayed if there is any slippage in schedule.

The Historical Data Comparison Algorithm archives the daily output of the

Factual Performance Analysis Measurement and the Measuring Algorithm blocks and allows for comparison of performance data for different dates.

Within the output display structure, a hierarchy of views is presented. A first view is a complete list, based on the Algorithm of Activity Data, of departments and the tasks and projects for which they are responsible. From this complete list, the user may create the users own "short list" of departments for performance review. Different layers of management, for example, may have different departments within their scope of review.

To display performance data, the user selects a department, causing performance data to be displayed for the department as a whole. The user may further select a specific individual within that department, in which case a Dynamic Personal Tracking view is displayed. The Dynamic Personal Tracking view displays all of the chosen metrics for the selected employee. From the Dynamic Personal Tracking view, the user may transition to a Factual Performance Display. The Factual Performance Display is a subset of the Dynamic Personal Tracking view and focuses on those metrics presently deemed by the user to be most important (e.g., metrics related to sales growth, metrics related to customer service, etc.)

The Factual Performance Display highlights strengths and weaknesses of the employee and is linked, either automatically or manually, to static human resources "personal growth guides." Based on the Factual Performance Display, it may be evident, for example, that the employee in question needs training in a certain area. In this manner, the system allows training efforts to be narrowly targeted where they will obtain greatest benefit. A career path may be charted for each employee that is calculated to maximize that employee's potential.

Screen displays used for factual performance evaluation in accordance with an exemplary embodiment of the invention are shown in Figure 118, Figure 119 and Figure 120, respectively. Selection of an employee is accomplished as illustrated in Figure 118. Referring to Figure 119, performance results may be viewed

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for a single period or multiple periods, with the period being user selectable (a day, a week, a month, a quarter, etc.). In the case of the single period display, performance results for various performance metrics in different categories and sub-categories are displayed, for example: Productivity (A), including quantity per period (A1), dollar volume per period (A2) and percent profit per period (A3); Quality (B), including timliness (B1) and customer credit memos (B2); and Profitability (C). In the case of the multi-period display, the same information is viewable for multiple periods but, because of display contraints, not all of the information at the same time. Rather the user selects the categories and sub-categories of interest for viewing at any particular time. For example, if sub-category A2 is selected, then dollar volume per period is displayed for all of the periods (e.g., six).

Percolation-Automated Low-Level Decision-Making

In order to automate a small-to-medium size business, relatively complex tasks must be automated so as to be accomplished with a few clicks of the mouse. The present system accomplishes such automation using a technique referred to herein as "percolation." Percolation involves automatically classifying records of a given type into multiple classifications for workflow processing. One or more users interact with the relational database system to take a prescribed action with respect to multiple records having a particular classification. The records of a given type are classified into multiple classifications based on "experiential" criteria having real-world business significance based on past business experience. A record may belong to a multiple categories. Records are sorted in accordance with a hierarchy of categories such that a record belonging to both a category higher in the hierarchy and a category lower in the hierarchy is sorted into a group of records belonging to the higher category. The relational database system does not allow users to take at least some actions other than the prescribed action with respect to the records. Users interact with the relational database system to change information within records, whereupon the records are automatically reclassified.

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Percolation may be applied to any business function, but has found to be particularly effective as applied to PRIS (purchasing, shipping, receiving, installation and assembly), vendor invoice verification, customer collections and processing of returns. Percolation may be single-level or multi-level.

Percolation as applied to vendor invoice verification has been described previously. As was previously observed, the hierarchy of classifications is important in order to obtain the desired results. To take advantage of dynamic workflow, however, it is desirable that a user having the requisite authority be provided with the ability to change hierarchies (specify a new order of classification), both within a single level and on multiple levels. There results a very powerful ability to "slice and dice" data records stored within the database, which in turn provides for dynamic response to outside influences.

Referring to Figure 150, percolation as it applies to purchasing will be described. Sales orders resulting from quotes undergo a first level of percolation to identify sales orders on credit hold, sales orders exceeding credit limits, sales orders with customer invoices 60 days or more past due, sales orders with freight problems, sales orders with installation, sales orders with installation and/or shipping problems, sales orders with a ship group, sales orders with partial ship, etc. As a result of this first-level percolation, certain orders may be placed on hold, or corrections may be made to the order as required.

There follows a second-level percolation at the item level preparatory to placing vendor orders. Items undergo percolation to identify items with higher sales cost than sales price, items with higher purchasing cost that sales cost, items on back order with groups (install/ship), rush items, items with back order received in a "no partial" sales order, items with promotion or rebate, etc. In accordance with one aspect of the invention, such percolation in effect identifies "critical path" items for fulfilling an order, items that will take the longest to fill based on availability, installation instructions, shipping instructions, etc.

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Corrections may be made and reclassification performed until such point as the user is ready to order. The user then prepares a purchase order request, either using a default vendor determined at the time the order was placed (lowest cost vendor) or selecting a different vendor. The vendor order may then be placed by posting via the Web, or the vendor order may be posted on the Web for bid. In the latter instance, bid results are received via the Web, and the vendor order is then placed based on the bid results. The order is filled by the vendor and shipped to the reseller or drop shipped to the customer.

Note that purchasing may or may not involve vendor selection. At the time a quote is created, a default vendor is selected based on lowest advertised price. Order information may, if desired, be automatically transmitted to the default vendor. In fact, N-tier order information may be automatically transmitted to multiple corresponding vendors as described more fully hereafter in relation to supply chain management.

Referring to Figure 151, percolation as it applies to receiving will be described. Sales orders for which vendor orders have been place and that need to be received undergo a first level of percolation to identify receiving sales orders to be refused or cancelled (because of RMA, for example), COD sales orders, express delivery, sales orders marked for special tracking (e.g., call upon receipt), replacement sales orders, no partial or restricted partial sales orders with only one item, sales orders expecting back order items, sales orders with installation, sales orders without installation, inventory sales orders, supply sales orders, RMA returns expected from customer, RMA returns expected from vendor, RMA returns requiring install/de-install, etc.

There follows a second-level percolation at the item level preparatory to actually receiving items. Items undergo percolation to identify items cancelled, items to be refused, items with COD, items with express delivery, items for replacement orders, items marked back order, items in an auto-tracked sales order,

items holding up installation, items holding up ship group, RMA items needing deinstall, etc. Corrections may be made and reclassification performed until such point as the user is ready to receive. The user then starts the receiving process and, optionally, receiving status is posted via the Web or via email to selected customers and/or vendors.

Shipping percolation is in large part analogous to receiving percolation, previously described, and is illustrated in Figure 152.

Installation percolation is illustrated in Figure 153. Installation percolation may be single-level, identifying sales orders with a large quantity of installation, sales orders ready for software network integration, sales orders ready for assembling, sales orders missing one last item, sales orders with a defective component for RMA processing, sales orders with RMA waiting for vendor shipment, sales orders with RMA needing de-installation, sales orders with RMA needing reinstallation, sales orders with RMA for warranty repair (off-site, on-site), sales orders with RMA for out of warranty repair, etc.

Supply Chain Integration/Management

The present software program provides for Web access by various business partners to all of the information relevant to the business. The software may therefore be described as Web-enabled Enterprise Resource Planning (WERP) software. The present WERP software allows for an unprecedented degree of supply chain integration/management. Referring to Figure 154, a left-hand side of the figure illustrates a sell/demand chain, and a right-hand side of the figure illustrates a supply/assembly chain. User demand information is gathered by a user following a URL link from a customer Web site. The link accesses the present WERP software. Using the software, the user creates a quote. Assuming the ordered item is not discontinued, the quote may be converted into an order. The item may be sold complete with no component assembly required, or may be sold with component assembly required. In the former instance, the order is posted to purchasing, and

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the item is ordered, e.g., by communicating order information to a vendor Web site and a manufacturer Web site. In the latter instance (component assembly is required), a component file is accessed to retrieve a unique set of components for a specific item SKU. Given the order quantity, a total component requirement is determined. Within PRIS, component grouping is performed, e.g, such that multiple "child" MWSs each contain (in bill-of-material fashion) all of the components required to assembly a single one of the ordered items, and a "parent" MWS of the children MWSs contains the corresponding number of complete items. The components are ordered by, as in the previous instance, communicating order information to a vendor Web site and a manufacturer Web site.

Note that, if an item is discontinued or not available (i.e., backordered), if the items component parts are still available, the item may still be sold, the component parts ordered and assembled, and the item shipped. Equivalent components may be substituted where necessary or convenient. Also, order information may be conveyed to a hierarchy of suppliers. In the case of a computer, for example, the vendor may be Ingram and the manufacturer may be Compaq. Compaq's suppliers may include makers of microprocessors, memories, disk drives, etc., whose suppliers may include in turn wafer manufacturers, platter companies, plastic companies, etc.

One key to the type of supply chain management described is breaking down items into multiple "tiers," each successive tier including component parts for items of a previous tier, and creating a record for each component part. Supplier relationships from one tier to the next may be identified based on information that is automatically updated on a frequent or substantially continuous basis. Percolation of the type previously described may then be performed on component parts, with classification being performed on the basis of availability within multiple tiers. Availability information within multiple tiers may be obtained via the Web. If customer specified installation and/or shipping instructions are likely to

cause substantial delay in filling an order given availability information, the customer may be contacted to see if the customer desires to change instructions in order to minimize delay. In the case of channel assembly, when component parts are received, they are assembled into items for shipment to the customer.

There results a virtual inventory system with no backorders in which the order cycle time for the entire supply chain is compressed to that of a single order (single stage of a typical supply chain).

Web Universal Business Engagement Rules (WUBER)

Various customer-specific customizations of the behavior of the present WERP software have been described. Information representing desired customizations for a particular customer are stored in a customer file of that customer. During operation of the software, whenever customizable operations are performed, the software checks the customer file to determine how to proceed.

Such customization may be extended to embrace virtually all of the "business engagement rules," both general and industry-specific, commonly negotiated between business partners. Such business rules serve as an electronic template for specifying a customized business relationship. By providing Web access to a comprehensive ("universal") set of relevant business engagement rules, the creation and management of information-age business relationships is greatly simplified. The feature of providing Web access to a comprehensive set of relevant business engagement rules is referred to herein as WUBER ("Web Universal Business Engagement Rules").

In a preferred embodiment, WUBER not only provides for the *specifica-tion* of business engagement rules, WUBER also provides for the *enforcement* of the business engagement rules during the course of business operations. For example, during the course of a business relationship, the customer may decide that all shipments are to be made via a specific carrier. Once that carrier has been specified for that customer within WUBER, the software will not permit shipments to be

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made via a different carrier.

The extent to which a customer may freely change that customer's business engagement rules may vary by customer. For some WUBER fields, all customer's may freely select any available menu choice. For other fields, bounds may be set within which the field may be changed. These bounds may vary from customer to customer. Hence, whereas an acceptable return period for one customer may be up to 90 days, an acceptable return period for another customer may be up to 180 days, for example.

New business engagement rules may be easily added to WUBER. Presently, as new business engagement rules are added, enforcement code must be manually written and added to the software program. In the future, such enforcement code may be automatically generated.

A specific example of a WUBER electronic template in table form is shown in Figure 155. Within the header row of the table are listed various customizable program tasks. Each column of the table lists various options pertaining to a particular task. Various fields of the template will be briefly described.

Various options in the Price Update column govern how products are priced and display for a particular customer. If an Activate flag is set, the options selected within the column will be enforced during operations of the software. If the Activate flag is not set, program defaults will be applied instead. Pricing may be fixed price or cost plus. The frequency with which prices are updated is selectable, e.g., daily, weekly, monthly. If a customer has obtained a quote but not yet placed an order, for example, the customer may want the quote price to not change (even if in the customer's favor) for a specified period of time. Furthermore, a price minimum update amount may be specified; for example, price changes less than a dollor (or, say, less than 1% of the previous price) might be ignored. Various other options relate to the manner in which products are displayed, for example all products, new products, discount products, products of a specific

manufacturer, etc. A Personal Product List (PPL) is a user-specific list of frequently-purchased products. A Product ID (PID) is a collection of products (usually related) saved under a single identifier.

In the Quotes column, the customer may specify which system users may create quotes, which may save/retrieve quotes, which may modify quotes, and which may submit quotes. The customer may further specify various limits, e.g., a per-quote dollar limit, a per-day quantity limit, a limit on the number of quotes made per day, etc. Similar options are provided in relation to Orders and RMAs. Note, however, that an important option in relation to RMAs is automatic RMA approval.

In the Service & Repair column, various options may be specified, including service contract length and service response time, whether service to occur onsite or off-site, various service charges, etc. In the Shipping column, various delivery options are specified. In the Tracking column, various options are specified regarding how customer order information is to be tracked, e.g., whether tracking by serial number is desired, as well as various tracking thresholds by dollar amount, how recent the transaction is, quantity, etc.

In the Invoice column, various options relating to invoice delivery are presented. In addition, the customer may specify a billing frequency and whether credits are to be applied to invoices, whether replacement invoices are to be issued, etc. In the Credit Memo column, the customer may specify whether credit memos are to be issued to the customer (external) or whether an internal credit is to be issued, etc.

In the Payment column, various payment options are specified, including whether the ability to retrieve payment information is desired, credit card limits (credit card purchase dollar limit and frequency limit), check information, and EFT (Electronic Funds Transfer) limits.

In the Security column, various security options are specified, including for

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example, encryption, SET (Secure Electronic Transactions), security certificate, VPN (virtual private network), etc. Security may be handled by the customer on its own behalf or may be handled by the vendor. The present WERP software may in some instances be installed within the customer's firewall such that it becomes in essence part of the company.

The Access Group column is used to specify the access rights of different users. In the case of viewing quotes, for example, access may range from access only to one's own quotes (individual access), access to one's own quotes and those of user's whom one supervises (supervisory access), or universal access (in the case of a high-ranking executive, for example).

The Business Activities column is used by the customer to request that certain information about its business activities be tracked and made accessible. Such information may include, for example, the busiest order period (week, month) the slowest order period (week, month), etc.

The electronic template of Figure 155 is for the customer side of a business relationship. A corresponding template may also be provided for the vendor side of a business relationship. That is, from the point of view of a reseller, the template of Figure 155 expresses demands of the reseller's customers on the reseller. The template of Figure 156 expresses the demands of the reseller on the reseller's vendors.

A further example of WUBER is shown in Figure 160, showing a customer file screen display. Within the right-hand portion of the display, the customer is able to, via the Web, set customer-specific criteria for automatic RMA approval.

Virtual Intelligent Guide (VIG)

As should be apparent from the foregoing description, the present WERP software is designed to minimize the impact of personnel changes. To achieve this goal, the WERP software incorporates a Virtual Intelligent Guide (VIG). The VIG: 1) defines a task path for accomplishing each functional task by interacting with the system; and 2) captures and applies employee knowledge to refine each task

path and disallow errors. The result is to enable relatively unskilled personnel to quickly become proficient at performing complex functional tasks in a simple manner using the software. An example of VIG was described previously in relation to accounts payable. The same model may be applied to accounts receivable, RMAs, sales, PRIS, etc.

Tracking Prospective Customers and Vendors

Customer and vendor files may be provided not only for existing customers and vendors but also for prospective customers and vendors. In the case of vendors, prospective vendor files provide a mechanism for capturing the knowledge of buyers in purchasing and of minimizing the impact of personnel changes. In the case of customers, prospective customer files facilitate sales force automation as will be presently described.

Sales Force Automation

During sales calls, a salesman will often be asked various question about particulars of various business transactions. If the salesman happens to know the answer, the salesman can answer immediately. More typically, the salesman doesn't know the answer and is forced to reply "I'll have to get back to you on that." "Getting back to you" will usually take days and may even take weeks, or may simply not happen at all. Current sales force automation software does little to address this situation.

The present WERP software provides the ultimate sales force automation tool. Instead of "I'll have to bet back to you on that," the salesman can instead say "Let's check on that." The salesman may then immediately use the Web to access the information needed to answer the customer's question. Web access may be through a desktop or laptop computer, either wired or unwired, or may be wireless through a handheld or palmtop computer. Alternatively, connection to the Web may be made prior to a sales call to download for a particular customer—all of the records, the most recent records, or some other subset of particular interest.

In addition to the foregoing functionality, various features of existing sales force automation tools may be added to the present WERP software, including such features as contact management (contact profile, contact history), account management (account information, outstanding and historical activities, order entry, order history, lead tracking, sales cycle analysis), sales force management (expense reporting, territory assignment, activity reporting, special events tracking), time management (calendar, single and multi-user scheduling, to-do lists, ticklers, notes, timestamps), telemarketing (call list assembly, call recording, call planning, call reporting), customer service (request assignment, tracking and reporting, order status and tracking), etc. All of these functions can be performed "on-the-fly," in real-time with up-to-the-minute information. This real-time operation is made possible because the underlying data is the same item sold/item detail data used throughout the system, simply viewed from an SFA perspective.

Figure 157 is a block diagram of a client/server business automation system in which a common database supports both end-to-end business process automation and sales force automation.

Referring to Figure 158, the sales force automation capabilities of the system of Figure 157 are represented in greater detail. A sales force automation module combines known sales force automation functions with additional functions made possible only by the end-to-end business process knowledge base stored in the single database described previously.

Known sales force automation functions include, for example, activity logging (actual time and data of daily activites by customer), intelligent notes (sortable and editable), and triggers (reminders) for follow-up calls, major opportunities, etc. The functions are supported by a summary display (drawn from the customer file) used to display contact information for customers by department and title. Various other functions may also be provided.

An expense reporting function is also provided. Unlike conventional sales

force automation tools, however, expense information is combined with compensation information stored in the database in order to gain a complete picture of the profitability of a saleman. Based on profitability, a rewards structure may adjust the compensation of the salesman and provide performance feedback to the salesman through the sales force automation module.

Forecasting information may also be displayed to the salesman through the sales force automation module. Because the database stores complete historical transaction information, a sales forecast can be readily compiled based on the historical base. Other types of forecasts can also be compiled. For example, market projection information may be entered into the database (downloaded or entered manually), and based on this information, a forecast can be compiled. A forecast can also be compiled based not only on current customers but based on prospective customers. Such a forecast provides additional motivation for a salesman to convert prospective customers into actual customers.

Information from WUBER may also be displayed to the salesman through the sales force automation module. When a new salesman succeeds a departing salesman, the new salesman, by consulting WUBER, can readily learn the established business engagement rules for a particular customer.

Information from the human performance module may also be displayed to the salesman in the form of an activity summary display. In an exemplary embodiment, activities in various categories (columns) are quantified (rows) in dollars where applicable (for both sales and purchase orders), in quantity where applicable and in duration where applicable. For example, dollars sales, dollars purchase orders, and unit volume (quantity) are displayed for the previous year, the present year, and for the previous month, as well as for the peak month (max.) and the low month (min.). In other categories, e.g., ship-to-date and payment history, an average time in days is displayed, between the time an order is placed and shipped and the time an invoice is sent and paid, respectively.

An example of a screen display for Sales Force Automation is shown in Figure 161.

Purchase Requisition Budget Forecast

Orders, represented by MWSs, may be for resale or for internal use. A field within the MSW record distinguishes the type of MWS, including whether it is for internal use. Just as historical analysis and forecasting may be applied to customer sales, these same techniques may be applied to internal sales. The cycles of pinch/spend that often afflict corporate departments may therefore be avoided. Managerial personnel are able to determine easily in real time how much of a budgeted amount has been spent and how much remains to be spent.

Comparison With Known Workflow Systems

In contrast with known workflow systems, the present system, sometimes referred to hereinafter as the ICETM (Internet Commerce Equalizer) system, represents a purpose-built application suite where all applications are both physically implemented and logically rational source or target applications in a Dynamic WorkflowTM Environment

The ICE system may be described as a broad-spectrum suite of Internetoptimized business applications, that are designed and built to permit the implementation and execution of workflows without the mandatory parameter setting, software switch setting, customization and workflow preparation common to all other workflow environments. This is made possible by several, simultaneous development and runtime environment characteristics and by several carefully considered simultaneous application design and development practices.

To appreciate the difference between the ICE system and conventional workflow systems, the background of conventional workflow systems will be briefly described.

Arguably the origins of workflow are as ancient as the origins of industry. In modern industry, workflow has taken the form (under different names) of the assembly lines of Henry Ford, or as the doctrines of time and motion as formalized by industrial theorists like Taylor and Gilbraith.

Very recently, (the 1980s) workflow has appeared in computing and office automation in the form of task-based menus and wizards. Most recently, (the mid-1990s) workflows have taken the form of environments that tie ordinary business applications together into larger, structured super-applications that consist of applications tied together in a workflow definition environment driven by workflow "engines."

These environments have the capability of performing state-transition or branching logic in contrast to the more mundane task-based menus. And unlike wizards which are normally used for intelligent installation procedures, workflows are usually used to support the structured execution of routine business applications.

Examples of such environments could include SAP's workflow operating in the Dr. SchierTM graphical workflow environment or Baan's Dynamic Enterprise Modeling running in the COSATM environment. And, these environments have one common heritage with workflow of the past. Notwithstanding words like "dynamic" in their names, these environments are inherently static.

Static is used to mean that once a workflow has been built and implemented in any of these workflow environments, it stands as a defined super-application. To execute a workflow in any of today's existing workflow environments that has not been previously defined, prepared, and implemented is not possible. A user attempting to do so would find himself in the same position as a factory worker who attempted to execute an assembly procedure off the assembly line. He would find himself without resources or the means to execute any procedure for which a physical infrastructure had not yet been created.

The ICE system has a true dynamic workflow environment. This means that the users of the ICE system can go places with the application even when the metaphorical steel rails of an assembly line have not yet been built there.

In order for this to happen, the ICE environment must be fundamentally

different from competing pre-defined, structured workflow environments. The basis of this dynamic flexibility and the goal of all recent design efforts is the enabling of all ICE applications as potential sources or targets in a workflow.

This potential must be inherent, and not the result of extensive preparation, switch setting, or parameter setting of older-generation applications. It does not even matter if this preparation is largely automated in a separate (static) definition and development environment, because such relative ease of building workflow scaffolding is qualitatively different than not requiring scaffolding for workflow mobility in the first place.

Real-world business users of older-generation enterprise applications have made comments like, "it's like taking off handcuffs," to navigate and solve business problems in the ICE system. Dynamic Workflow means that the user is not bound to one pre-defined way of doing a business procedure or of solving a problem.

Of course, the ICE system can enforce business procedures (in fact most routine business procedures in the ICE system are completely automated) and of course the ICE system is capable of enforcing GAAP and APICS standards in accounting and manufacturing. But wherever possible, the ICE system gives the user a choice even as it automates routine procedures. And when it comes to exception handling, the Dynamic Workflow environment in the ICE system saves significant time and effort.

In ordinary ERP and business systems, sequences of applications known as workflows are built up using specialized development environments. As with any other application, workflow or subsystem that is built up from either lines of code or from higher level components or applications, nothing exists that has not been previously defined and built.

In other words, to execute a particular workflow, someone must first implement it. The implementation system must follow strict rules and in many

cases perform complex re-configurations of the workflow applications so that they are properly enabled as "source" or "target" applications. The workflow environment starts out either as a template of other pre-existing workflows, or simply as a blank slate on which to build the workflows that are to eventually be executed.

In the ICE system, by contrast, it is possible to navigate a comprehensive "web" of applications in any way needed by the user, with each and every application already a potential source or target application to every member of the navigation web.

A unique feature of the ICE system is its capability to support Dynamic Workflow. Dynamic Workflow may be described as follows:

- Conventional workflow starts with a blank slate and then builds up
 the workflow from individual applications or components. Even
 when workflow templates are used those templates simply specify
 which components are added by default to the blank slate.
- In conventional workflow systems, applications must be carefully conditioned, parameterized, and otherwise programmed to work together in a specific workflow, because they must often pass messages, passed parameters, or transactions between them. Those transactions must be data-type and business-rule-logic compatible.
- The applications that comprise a workflow will rarely work outside of the specific work flows they were designed for. This is because in conventional application systems the applications work more or less independently and are typically constructed around one or more specific (and independent) data files.
- This means that work flows must be constructed just like applications. Nothing is executable unless it has already been defined and implemented. The only difference is that applications are built up from routines and workflows are built up from applications. Workflows are simply hyper-applications that are built from components at a coarser level of granularity and a higher level of abstraction than the individual applications that make up the workflows.
- Even the most sophisticated and flexible of the existing workflow systems require active developer, designer, analyst and system-support intervention before the workflow can be implemented.
- Conventional workflow works as a "start with nothing and build" method. No application-to-application pathway exists unless and until

it is actively implemented.

The ICE system has a number of architectural characteristics that when combined, produce a unique Dynamic Workflow execution environment:

- It is a characteristic of the ICE architecture that all applications are object-based methods that interface with a unified, synchronous, "solid-state" database.
- These methods are written in such a way that most of them can be safely invoked in any order. Because these methods are actually only different logical views of the same "solid-state" database, any changes made by one method to the "solid-state" database, are simultaneously, instantaneously, and synchronously virtually "posted" to all other methods, in the ICE system.
- It should be noted that this posting is strictly virtual. No physical
 parameter passing is done and none is required, because there is only
 one database operating under strict rules of commit control. All database updates are accomplished synchronously, and under the protection of internal database commit control such that any data update is
 instantaneously and simultaneously propagated through any view that
 sees that data.
- In contrast to workflow systems where business objects are placed on a blank slate, and where no workflow exists that has not been previously defined, the ICE system is a web of business functions (methods). Potential connectivity and application-to-application workflow are universally present.
- This permits a "start with everything and set guidelines" workflow model.
- Normally, in the routine user interaction with the ICE system, routine, pre-defined business workflows are followed, and these are documented and programmed into the system as user guidelines, task-based menus, wizards, or procedures. Workflows may also be defined with state-transition intelligence, such that a particular data entry value will result in changing the next application along the application path.
- At end-user security levels, these procedures can be defined so that any change from a normal business procedure requires supervisor approval. User roles, rights and authorities can be comprehensively managed.
- However, if an exception condition arises, the user of the system has
 the option of invoking whatever necessary relevant application is
 required, with the assurance that data integrity, data consistency, and in

most cases, business rules will not be violated.

- Occasionally, management or supervisors will want to change business rules on purpose, and this can be done at a high enough level of supervisory system authority.
- Furthermore, all workflows in the system and the applications that
 comprise those workflows are structured in such a way that the workflows can readily be reversed at any time. An example would be when
 a sales situation turns into an RMA. In such a situation, the same
 workflow can be changed into a reverse workflow at any stage by simply reversing navigation.
- It should be noted, that whenever necessary, rational business rules can
 be overlaid on top of this "universal navigation Web" as would be the
 case if the invocation of a method results of posting the general ledger.
- In such a case, business rules dictate that the original posting general ledger must remain intact, and the corresponding opposite entry must be made. Even when such exception conditions are defined, universal navigation of the system is still possible if the user has a high enough level of authority.
- By creating a workflow environment where nearly any business method invocation sequence can be followed without violating system integrity, the ICE system has achieved a new level of system flexibility and the ability to respond to business contingencies.
- Even in the most flexible conventional workflow systems, situations
 arise where new methods need to be inserted into a workflow
 sequence, or other methods need to be removed, or an alternate method
 substituted for the original method. In a conventional workflow system, the new procedure must be defined, the applications properly prepared, through the setting of parameters and switches, and then the
 workflow must be tested.
- In such a situation, both application logic and database changes can have a negative "ripple effect" throughout the system often requiring extensive impact analyses.
- Obviously, this process is time-consuming, and is not practical for response in a contingency or exception situation. In the ICE system predefined workflows are set out as guidelines for normal business procedures such as order entry. At the same time, the user is able to override these guidelines whenever necessary. It means that the system can respond dynamically to changing business conditions.
- · While it should be emphasized that the system does not create applica-

tion functionality or business methods were none existed previously, it should also be emphasized that the system is capable of dynamically adapting business workflows to ever-changing conditions. This allows the ICE system to respond dynamically to business impacts.

- Even where new methods are required to support previously undefined and non-implemented business method functions, the developer workload to create such new functions is greatly reduced in the ICE architecture because of its natural immunity to ripple effect. A new business method has zero impact on all existing business or future new business methods, and any additions to the database have zero impact on all existing or future new business methods..
- Even in the rare instance of a change to the database, automated data
 type declaration and synchronization in the ICE development environment allows the rapid, comprehensive and automated update of all the
 business methods in the system. This is an extremely powerful feature,
 and a necessary one because in order to be intrinsically workflowenabled, all ICE applications must conform to the same data integrity
 and consistency rules.
- In practice much of the work of creating workflows in standard workflow environments consists of analyzing and controlling ripple effect, achieving project scope control, and conditioning the existing applications to work in the workflows that the designer wishes to implement.
 The ICE system eliminates these traditional bottlenecks to workflow development.

The foregoing discussion has focussed on the background, rationale and benefits of Dynamic Workflow. The following discussion will focus on keys to Dynamic Workflow in the ICE sytem.

• Eliminate the need to pass physical transactions or parameters between applications

An important purpose is served by eliminating the requirement to pass physical transactions or parameters between applications. Much of the conditioning and preparation of conventional workflow systems involves detailed data type checking and transaction matching from a source object to a target object. This is true whether the source object is a "pure" object or a hybrid object consisting of a more conventional database table and corresponding application.

If all the applications in an application system are actually methods that act

on a unified "solid-state" database, and if all data type checking is done centrally, then one major source of potential application incompatibility is eliminated. This is exactly what is done in the ICE system. The ICE system is developed using a RAD environment (e.g., 4D from ACI, Inc.) that is capable of performing automated, centralized data type checking and declaration.

In fact, in the ICE system, data or parameters cannot be passed to any ICE application because once any data in the ICE system are updated, they are already in any and every method or view in the system. While this architecture could conceivably create currency problems and scalability limits in very large implementations, presently, no single ICE instance is designed to support more than a hundred or so users. Thus, ICE can operate on a "solid-state" instance of persistent data.

In this environment, data integrity rules are enforced by conventional RDBMS mechanisms. In fact, the ICE data model can be deployed as an Oracle database for example. Data consistency cannot be violated either because of all ICE applications share identical data consistency rules. Business rules are guided (not enforced) by a combination of application logic and workflow.

ICE can be and is coded to enforce certain business rules without exception. These would include things like double entry bookkeeping transactions. In all other cases however, the user with a high enough level of authority can invoke applications in what ever order suits the business case.

• ICE applications are coded to "open navigation Web" standards.

Every ICE application is written as if it could be invoked by any other application in the ICE system, and contains the navigation infrastructure and user enabling to support the invocation of any other application in the ICE system. With very rare exceptions, which are only made to conform to certain accounting or business restrictions, this is the actual case.

For the purpose of facilitating the execution of routine business processes, task-based, conventional workflow, and automated procedures or agents can be

used. The big difference comes in when it becomes necessary to override an established procedure, or possibly even create, on-the-fly as it were, new procedures or exception-handling workflows.

One metaphor that describes the ICE system workflow in contrast to conventional workflow is that conventional workflow presents the implementation staff with a blank slate on which all workflow constructs must be implemented before they can be used. The ICE system presents the users with an open white board of potential navigation paths that are typically defined by navigation guidelines.

Regardless of which ICE application a user happens to be in, a direct navigation path exists to any other ICE application. When the user gets there, the user can almost always perform meaningful create, read, update, or delete operations on the data that they see through the new "window" that they have chosen.

Furthermore, each ICE application is written at a much broader level of granularity than the typical application in a conventional system. Each view in the ICE system encompasses what would normally be two or three levels of drill down in a conventional system.

Even the "fast path" user in a conventional system typically cannot make any changes to the data that they access through the manually invoked applications, without potentially violating one or more business rules. In any case, the user of a conventional system is looking at data that were designed to be stored either as unit records or as the rows of data in a relational database designed to be displayed on one 80 column by 24 line screen.

This is true even in systems that have been retrofitted with modern graphical user interfaces. In such systems, the graphical user interface is an aesthetically pleasing overlay on top of applications and data definitions that were designed to completely different standards.

The following table first lists in **bold** some of the primary architectural

characteristics that distinguish the ICE system from conventional workflow systems. The rest of the table lists some of the consequences and spinoffs of this architecture.

Fundamental conven-	Fundamental ICE™	Fundamental benefits of
		1
tional workflow archi-	architectural character-	ICE™ are in bold
tectural charactistics	istics are in bold	
are in bold		
Fixed, static binding naviga-	Open Navigation	Enjoy the flexibility of Inter-
tion		net browser-style navigation
Individual applications pri-	All applications are actually	No data type mismatches or
marily maintain individual	object-based methods that	errors are possible, mes-
tables, or as in the case of	view the same synchronous database	sages, parameters and trans-
"unified database" products, separate data areas	database	actions are passed virtually,
Separate data areas		not physically eliminating transaction errors
Multiple independent data	One logically "solid-state,"	One update by one user
tables typically supported by	synchronous database	using one business method
multiple relational database		simultaneously and instanta-
instances		neously "posts" that update
		across all users and all busi-
		ness methods
E-commerce and Internet	E-commerce and Internet	Both user navigation and
enabling typically a retrofit or	architecture is intrinsic to the	inter-system communication
add-on	ICE™ (Internet Commerce	are fully internet enabled
	Enabler) architecture	
Applications must be retrofit-	ICE™ applications (business	All business processes are
ted and customized to work	methods) are designed,	reversible, flexible and exten-
in the workflow environment	architected and written spe-	sible. The user has the func-
because they were originally written to be either stand-	cifically for the workflow	tional equivalent of a
alone or conventional task-	environment. Every busi-	browser "back button," as
based menu driven applica-	ness method is a potential source and/or target method	well as a routine workflow "forward button." The poten-
tions	to every other method.	tial navigation web is a 3-
uons	to every other method.	dimensional geodesic of
İ		business methods
Applications tend to be frag-	Applications are written at a	Applications have a central
mentary. In order to see all	much broader level of granu-	function with multiple over-
relevant data, several layers	larity. Although underlying	lapping functions or data dis-
of drill down are provided	synchronous data is stored	play. It becomes
	internally as 3NF relational	immediately apparent to a
	data (no repeating groups,	user where they might need
	elements or foreign key	to move to place the data
	dependencies), users can	they want to primarily manip-
	see (and manipulate) at least	ulate in the center of their
	2 and usually more "drill-	chosen "data window." Fur-
	down" levels at once.	thermore, that movement is
		always possible.
Secondary characteristics	Features:	Benefits:
follow:		
Start with nothing and then	Start with open "go anywhere"	Users spend time on business
implement business functions	navigation and define business	process definitions, not on
as necessary	process guidelines as neces-	implementation mechanics
	sary	

Business process and best	Business process and best	Much less chance for errors.
business practice templates	business practice templates	Much greater flexibility of navi-
contain applications lists, state	contain business method navi-	gation and execution if the user
transition rules and extensive	gation guidelines and state	needs to go beyond the bound-
application configuration	transition rules only	aries of the predefined workflow
switch, parameter, and data		
compatibility information		
Just because an application	All applications are actually log-	Data cannot get out of synchro-
works in workflow "A" does not	ical methods that view the	nization. The results of busi-
necessarily mean it will work in	same synchronous database	ness actions can be seen right
workflow "B"	and are compatible	away.
Applications must "know" they	Applications don't "know" or	Skipping a step, navigating to
are part of a workflow and won't	"care" if they are part of a work-	an alternate step or viewing
work unless properly prepared	flow or not	results won't corrupt the work-
		flow
Workflows are logical and phys-	Workflows can act as if they	Ripple effect is eliminated,
ical super-applications made up	were super-applications but	implementation time is greatly
of a number of sub-applications	workflow architecture is logical	reduced, users can concentrate
	only	on business solutions, not
N. d.	·	implementation mechanics
Adding or removing an applica-	Adding or removing an applica-	
tion from a workflow has a sig-	tion changes the logical out-	
nificant impact on the workflow	come of a workflow but has no	
and on the applications the	effect on the other applications	
workflow contains Implementing a workflow	in that workflow	
requires development and test-	Implementing a workflow	
ing	requires a rational business	j
Exception handling workflows	proposition Exception handling conditions	
must be anticipated or their	can occur, require the ad hoc	
need encountered and then	execution of a previously unex-	
they must be developed before	ecuted workflow and optionally	
they can be implemented	be formally defined	
Conventional ERP and other	ICE™ applications are meth-	Several potential sources of
business applications must	ods that view the same, syn-	error are eliminated, particularly
support physical message and	chronous database. Physical	data type and transaction for-
parameter passing	transactions and parameters	mat mis-matches
	are not passed.	
Most conventional workflow	ICE™ applications cannot be	Far greater flexibility of naviga-
implementation errors occur	further configured for workflow	tion, fewer errors, faster
because of application configu-	because they are already	response times
ration and transaction data	designed and implemented for	•
errors	workflow; transaction data	
	errors are impossible because	
	all applications are already	
	viewing the same synchronous	
	data	
A workflow may be reversed	A workflow may be reversed at	A business process may be
(e.g., change an order into a	any time by choosing a reverse	reversed without needing to
return) by completing the order	navigation path.	complete the first process and
workflow and then invoking a		then to complete a counterbal-
return workflow		ancing process
——————————————————————————————————————	·	

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A management override of nor-	A management override of nor-	It is possible to perform unfore-
mal workflow procedures that	mal workflow procedures	seen tasks or to prepare non-
has not been thoroughly tested	involves invoking alternate	conforming (to any existing
risks violating business, data	business methods which all	workflow) quotations, pro for-
consistency and in some	obey the same data consis-	mas or bids. Entire transaction
cases, even data integrity rules	tency and integrity rules. Even	sets may be duplicated or re-
	apparent violations of business	routed to additional customers
	rules (e.g., create a fictitious pro	in a zero programming, zero
	forma order with no customer	workflow engineering environ-
	and missing suppliers) will not	ment
	corrupt data integrity or consis-	
	tency.	
Accounting rules (e.g. GAAP	Accounting rules (e.g. GAAP	
required double-entry book-	required double-entry book-	
keeping and transaction preser-	keeping and transaction preser-	
vation) must be externally	vation) are enforced by	
enforced through workflow,	workflow and business method	
business and data consistency	rules at point of entry	
rules		
Even in so-called "dynamic"	In ICE™, all business methods	All ICE™ workflows potentially
workflow modeling systems,	are, in the object-based sense,	exist as un-executed but possi-
the actual workflows are stati-	dynamically bound to the oper-	ble entities
cally bound to the operating	ating environment	
environment	_	
By the time an exception solu-	Any workflow is already poten-	Instant response to exception
tion is implemented in a con-	tially implemented in ICE™.	conditions
ventional workflow	When an exception arises, it	
environment, conditions caus-	can be dynamically responded	
ing it have already have	to.	
changed (e.g., the customer		·
may not be a customer any-		
more!)	ICE IM applications are actually	No hidher actus or conditioning
Conventional workflow applications are ordinary task-based	ICE™ applications are actually logical views and methods that	No further setup or conditioning of applications is necessary in
menu style programs adapted	are initially architected and pur-	order to perform workflow func-
to an externally imposed work-		
flow framework	pose-built to operate in a	tionality
A major source of error in con-	dynamic workflow environment All ICE™ methods are logical	All data in all applications for all
ventional workflow systems is	views of the same physical and	users is always current. Data
data type mismatches	logical database—data type	integrity and consistency are
dam typo mornatonoo	check errors are literally impos-	enforced in one place
1	sible	Cincipal in one place
Data types (e.g., packed,	Data types are automatically	
numeric, zoned, alpha, bitmap)	synchronized and reconciled in	
must be declared by a devel-	the ICE™ development envi-	
oper	ronment—any and all type dec-	
	larations when necessary are	
	strictly automated	
Conventional development	The ICE™ development envi-	
environments have separate	ronment automates data type	
tools to enumerate change or	reconciliation and optionally	
enhancement impact. Adding	can report the changes an	
an application can impact much	enhancement may have	
of the existing system.	caused. All applications use	
	the same data consistency	
	rules	
L	· · · · · · · · · · · · · · · · · · ·	

Conventional ERP system	ICE™ is designed and opti-	ICE™ is optimized for your
architecture must be capable of	mized for business instances	business, not for a multi-billion
supporting Fortune 100 enter-	requiring less then 125 GB of	dollar multinational. You don't
prises. Smaller implementa-	live transactional data and is	pay for all that overhead either
tions must carry the design	able to radically reduce com-	in license and consulting fees
overhead of these architectures	plexity and overhead (this does	or in performance
	not rule out supporting multiple	,
	ICE™ instances in a single	
	enterprise)	
Any business method in a con-	Any business method in ICE™	
ventional workflow environment	is potentially either a source or	
is a physical application that	target method to all other meth-	
must be selected and adapted	ods in a read mode, and is a	
as a source and/or target appli-	logical source or target to most	
cation in the workflow	other methods in a create,	
	update or delete mode	
Workflows are strictly uni-direc-	Workflows are all potentially bi-	
tional except for branches and	directional. For example, an	•
loops. Even so, the workflow	order entry workflow may turn	
must end at a predetermined	into an RMA (return material	
ending point.	authorization) at any point sim-	
	ply by taking the reverse navi-	:
	gation path.	

It will be appreciated by those of ordinary skill in the art that the invention can be embodied in other specific forms without departing from the spirit or essen tial character thereof. The presently disclosed embodiments are therefore considered in all respects to be illustrative and not restrictive. The scope of the invention is indicated by the appended claims rather than the foregoing description, and all changes which come within the meaning and range of equivalents thereof are intended to be embraced therein.

APPENDIX A: NIGHTLY UPDATE REPORT

Subject: MegaNetworkNightly report (12/18/98 10:45 PM)

Sent: 12/19 6:39 AM Received: 12/18 10:44 PM

From: MegaNightly@meganetwork.com

To:

charles@meganetwork.com

iohn@meganetwork.com kenny@meganetwork.com kim@meganetwork.com wendy@meganetwork.com won@meganetwork.com

No reminders today
Nightly Update Reports Follow
All MWS numbers are in sequence.
No MWS cancellation problems were found
The following sales records had ord/rcv/shp date problems which were repaired succesfully. No other date problems found.
M98-28538 11/5/98
No MWSs with unit X atv price/cost problems were found.

The following sales records have items that are received and not shipped.

M98-28619 12/7/98 NoPartial UNION BANK OF CALIFORNIA M98-28632 12/9/98 NoPartial UNION BANK OF CALIFORNIA M98-28633 12/9/98 NoPartial UNION BANK OF CALIFORNIA M98-28639 12/11/98 NoPartial UNION BANK OF CALIFORNIA

M98-28640 12/11/98 NoPartial UNION BANK OF CALIFORNIA M98-28657 12/17/98 NoPartial UNION BANK OF CALIFORNIA M98-28658 12/17/98 NoPartial UNION BANK OF CALIFORNIA M98-28660 12/17/98 NoPartial UNION BANK OF CALIFORNIA M98-28660 12/17/98 NoPartial UNION BANK OF CALIFORNIA M98-28662 12/17/98 NoPartial UNION BANK OF CALIFORNIA

The following shipping records shipped in the last 7 days have defualt manifest frt totals.

11/23/98 UPS Pickup#: 99076868 11/24/98 CALL TAG Pickup#: 502960111 12/1/98 CALL TAG Pickup#: 504632811 12/4/98 0306-243219- Pickup#: 12/11/98 UPS Pickup#: 200 monitor 12/14/98 UPS Pickup#: 990768 12/14/98 UPS Pickup#: 990768 12/14/98 SECURITYEXP Pickup#: F71649 12/14/98 SECURITYEXP Pickup#: F71650 12/15/98 SECURITYEXP Pickup#: F71651 12/15/98 SECURITYEXP Pickup#: F71652 12/15/98 UPS Pickup#: 990768 12/16/98 SECURITYEXP Pickup#: F71653 12/16/98 SECURITYEXP Pickup#: F71654 12/16/98 UPS Pickup#: 990768 12/17/98 UPS Pickup#: 990768 12/18/98 UPS Pickup#: 990768

The following RMAs have date or qty problems and were NOT fixed.

R-272186CR 7/24/97 R-274615XDM 8/12/97 R-292761CR 12/22/97

No RMA credit problems were fuond.

The following RMAs have been received from customers in the last 30 days and need credit memos.

R-321917CR Invoice: 12/1/98

R-322083CR Invoice: 12/15/98 R-322118CR Invoice: 12/16/98 R-322267CR Invoice: 12/15/98

No RMAs have been received from customers in the last 30 days that need replacement MWS attention.

All customer invoices that have been printed have been issued.

The following customer invoices are issued and not printed.

*=Old

*17803	Customer	UNION BANK OF CALIFORNIA 12/8/98 Paid in full
*17827	Addendum	UNION BANK OF CALIFORNIA 12/14/98 Paid in full
*17828	Addendum	UNION BANK OF CALIFORNIA 12/14/98 Paid in full
*17829	Addendum	UNION BANK OF CALIFORNIA 12/14/98 Paid in full
*17845	Customer	SOUTHERN CALIFORNIA EDISON 12/16/98
*17857	Customer	SOUTHERN CALIFORNIA EDISON 12/18/98
17858	Customer	UNION BANK OF CALIFORNIA 12/18/98
17859	Customer	UNION BANK OF CALIFORNIA 12/18/98
17860	Customer	UNION BANK OF CALIFORNIA 12/18/98
17861	Customer	UNION BANK OF CALIFORNIA 12/18/98
17862	Customer	SOUTHERN CALIFORNIA EDISON 12/18/98

All items shipped in the last 30 days have been invoiced.

The following customer invoices were found to have commission problems:

M97-25714 10/15/97 for Charles commission & invoice GMs are different.

17843 M98-28645 12/16/98 for VERNON commission & invoice GMs are different.17843 M98-28645 12/16/98 for KIM SEALE commission & invoice GMs are different.

Commission dates were all found to be valid.

All customer invoices issued in the last 90 days have 2 commissions.

No duplicate vendor invoices were encountered.

All vendor invoice billed amounts equal payment register totals.

All items received in the last 30 days have been fully shipped.

The following MWSs have in house items that need to be ordered and/or received.

M98-28657 12/17/98 M98-28658 12/17/98 M98-28659 12/17/98 M98-28660 12/17/98 M98-28662 12/17/98 M98-28663 12/18/98

All items on hold or cancelled are not on a payment register.

All Vendor Payment Register payment amounts match Ven Invoice payments.

All Vendor Payment Register credit amounts match Ven Collection amounts.

All Vendor Payment Register Credits have been issued properly.

No PrePaid Vendor Invoices were found on Non PrePay Vendor Payment Registers.

The following vendor credits have possible duplicate expected credits.

Exp-4478 00/00/00 Invoice:

Exp-5185 00/00/00 Invoice: 50-10686-21

All expected credits have an invoice assigned.

All Vendor Invoices have payment schedules that match the Invoice total.

All Ven Invoices are assigned to an AP Invoice Register.

All Ven Collection records are assigned to an AP register.

All Paid Ven Invoices are assigned to an AP Payment register.

All used Vendor Credits are assigned to an AP Payment register

The following MWSs have shipped in the last 30 days but are NOT fully or over invoiced, or not printed.

*= New

*M98-28573	Customer	SOUTHERN CALIFORNIA EDISON Unprinted invoices
*M98-28647	Customer	SOUTHERN CALIFORNIA EDISON Unprinted invoices
*M98-28649	Customer	UNION BANK OF CALIFORNIA Unprinted invoices
*M98-28651	Customer	UNION BANK OF CALIFORNIA Unprinted invoices
*M98-28652	Customer	UNION BANK OF CALIFORNIA Unprinted invoices
*M98-28653	Customer	UNION BANK OF CALIFORNIA Unprinted invoices

No customer invoice tax problems were found.

All unissued customer invoices were successfully issued.

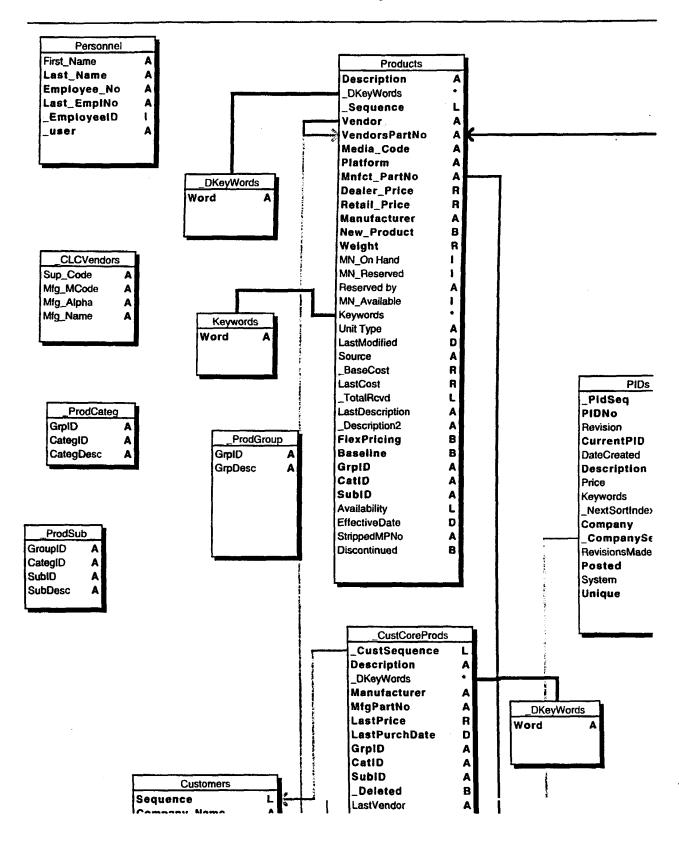
The following Customer Credits have no tax and are taxable.

CM-10432-2-10 5/15/97 Restock

Won Choi Mega Network, Inc. Phone:(408)730-9138 x839 Fax:(408)720-1293 won@meganetwork.com

APPENDIX B //8

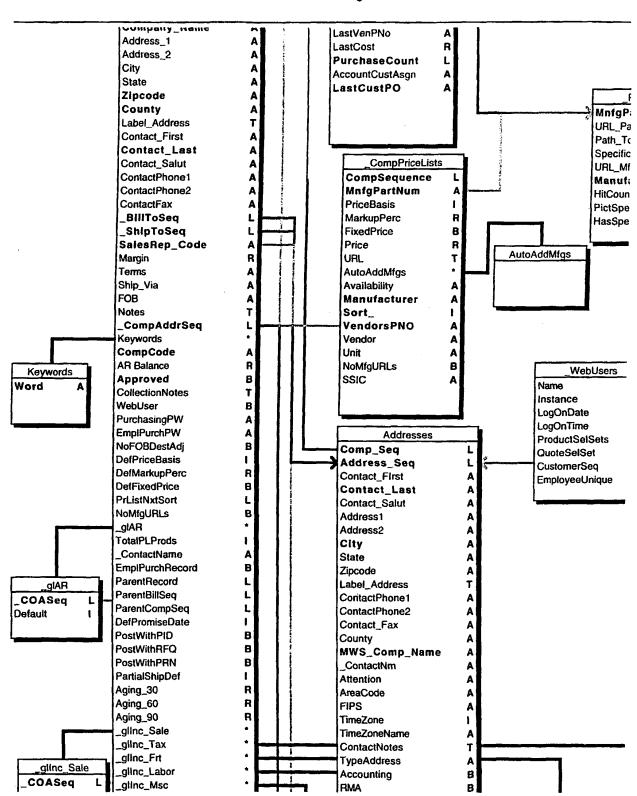
Structure for Mega3.5.4



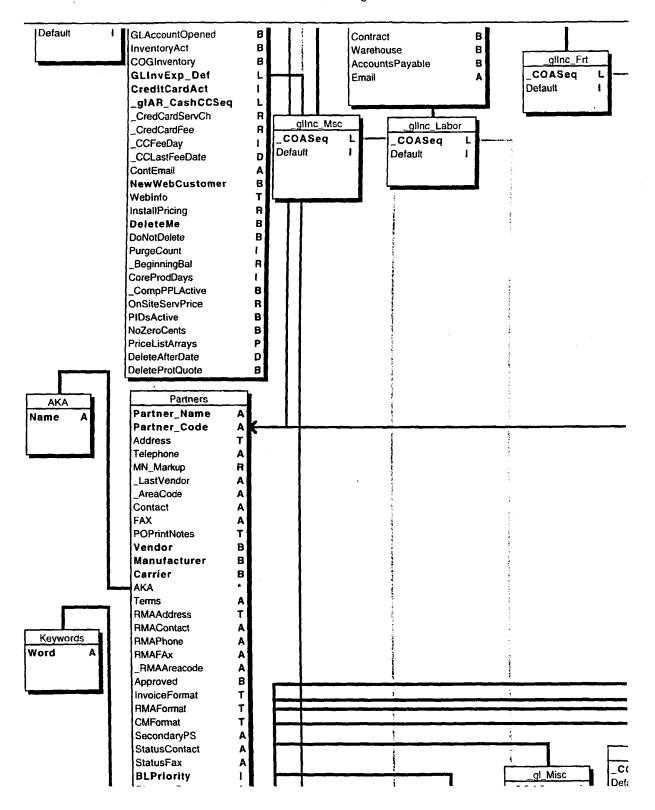
B1

J.19 Structure for Mega3.5.4

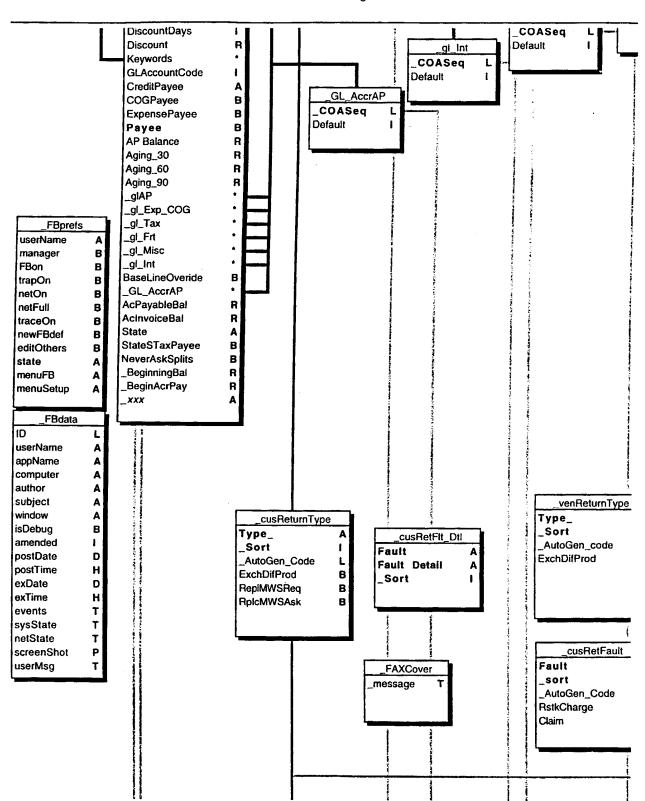
/^' | -3 E A



120 Structure for Mega3.5.4



12| Structure for Mega3.5.4



/22 Structure for Mega3.5.4

venRetFlt_Dtl Fault Fault Detail sort venRetFault Fault _sort _AutoGen_code Claim Claims _ClaimSeq _RMASeq ClaimNo Against Contact Phone Fax Address CaseNo TrackingNo A R R B D AmountClaimed AmountRcvd Closed ClaimDate

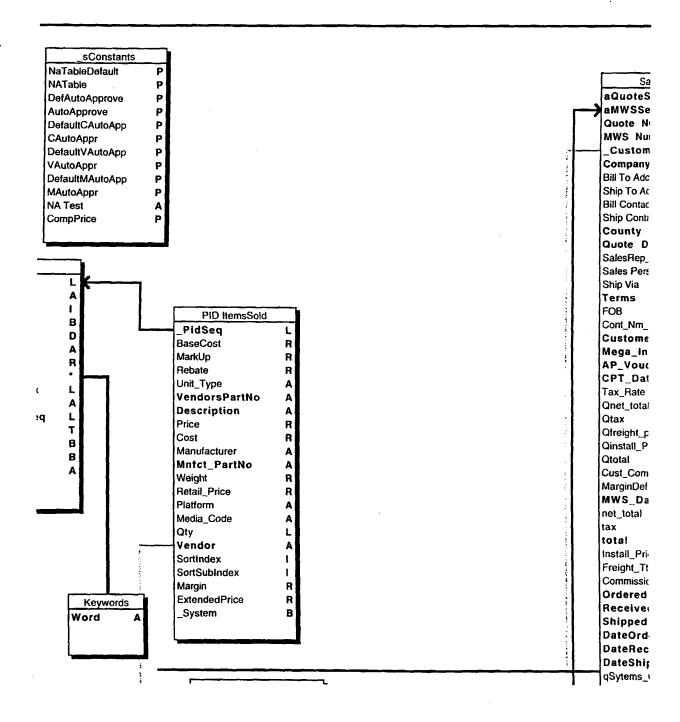
Structure for Mega3.5.4

/2 / Structure for Mega3.5.4

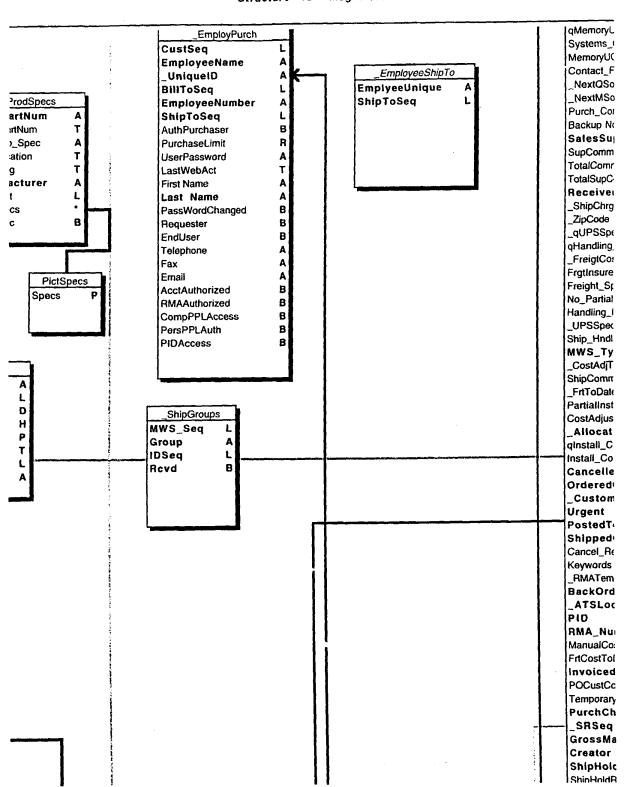
Structure for Mega3.5.4

126

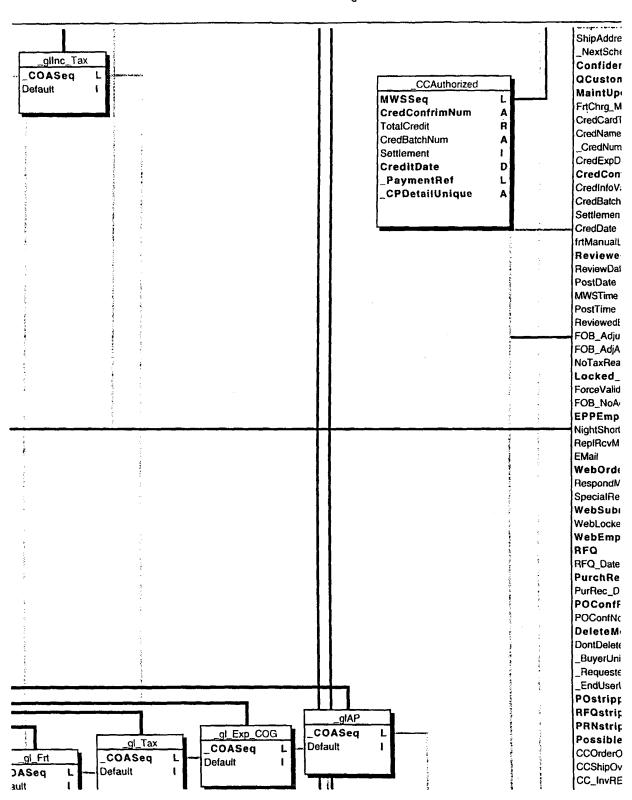
Structure for Mega3.5.4



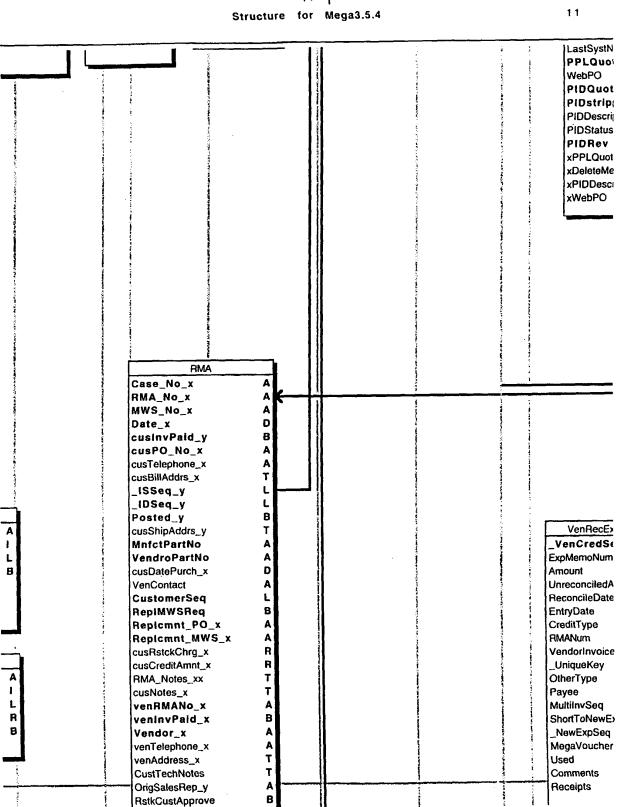
ル) Structure for Mega3.5.4



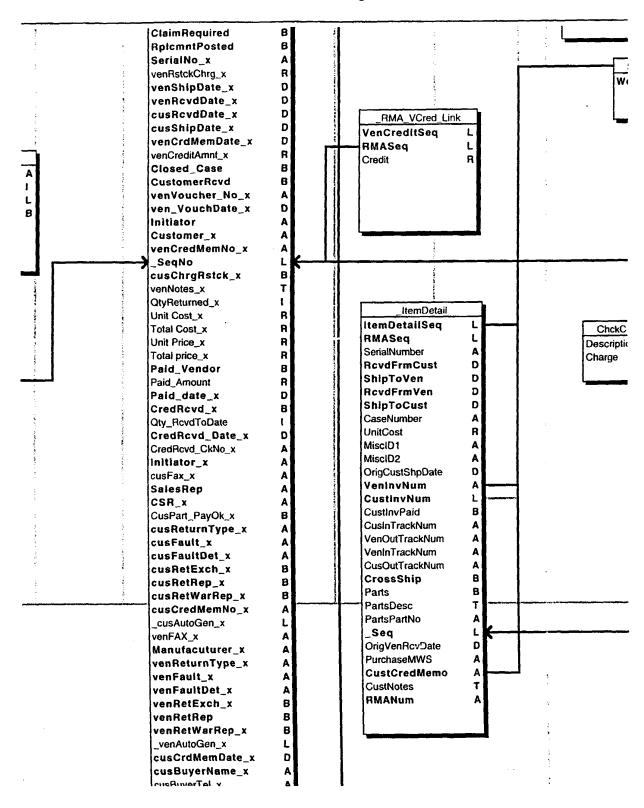
128 Structure for Mega3.5.4



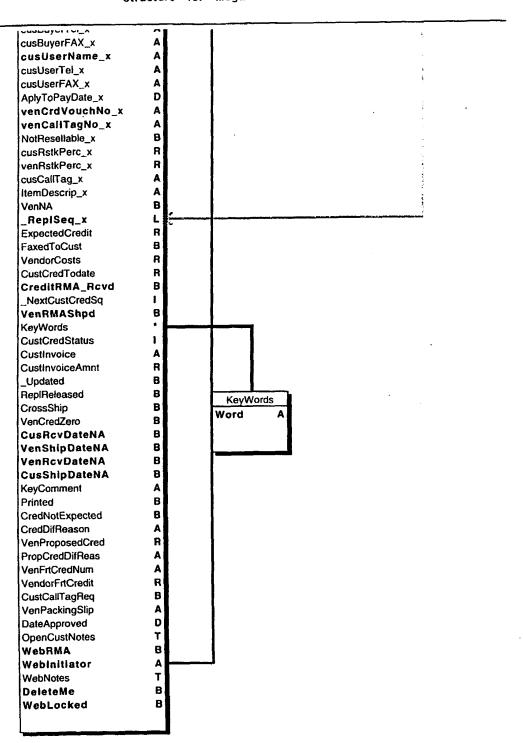
129



/30 Structure for Mega3.5.4

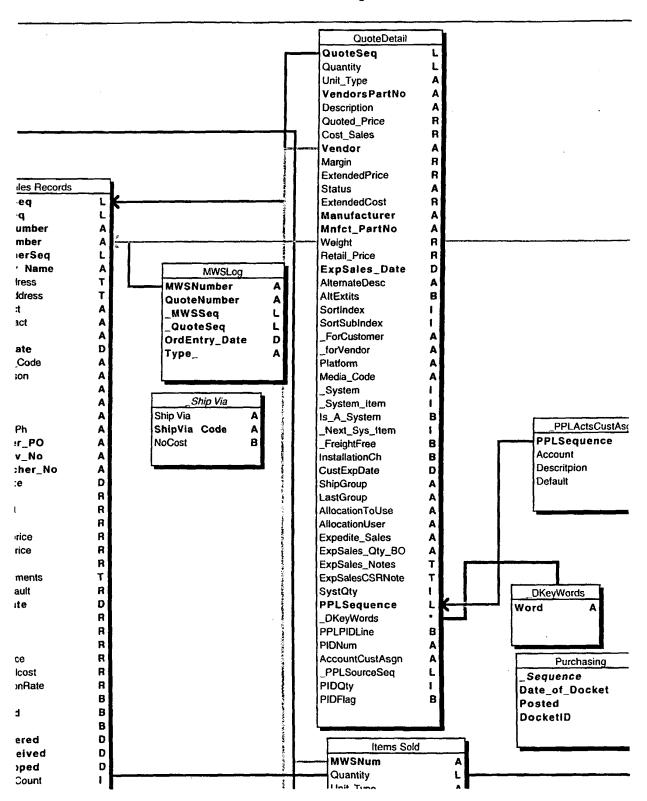


/3/ Structure for Mega3.5.4

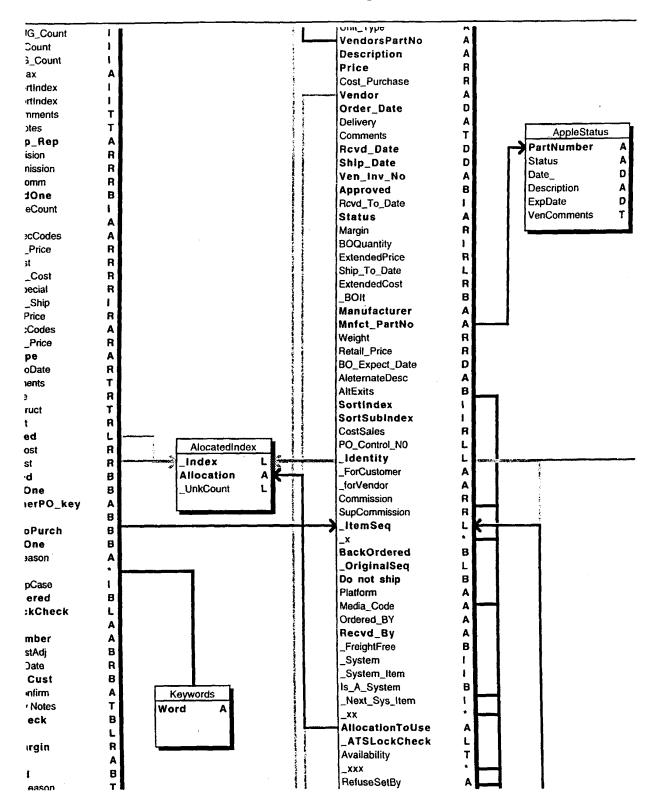


Structure for Mega3.5.4

123
Structure for Mega3.5.4



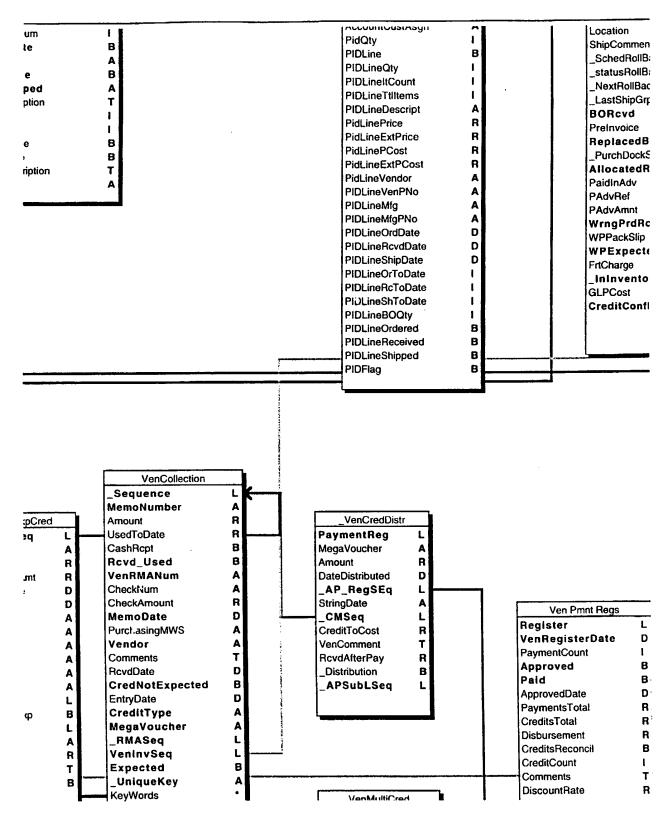
134 Structure for Mega3.5.4



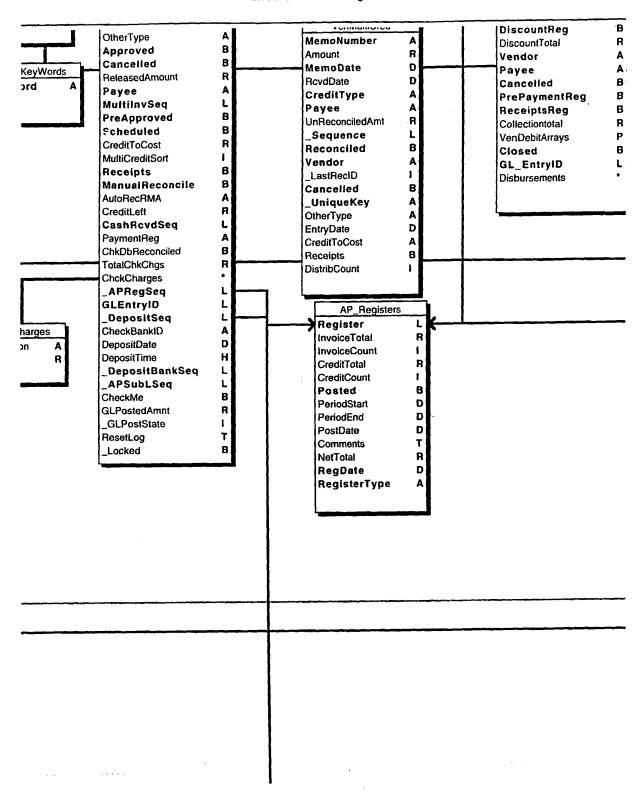
Structure for Mega3.5.4

RcvdTemp ssSeq Refusal_Reason ∌dPur AllocatedQty iceLevel Α XXXX Α 1er_PO _xxxxx 8 dated L LinkedSeq В anual В Invoiced A ype L PO_MegaPurch A ì _ShipTemp A ber A SHipping_No D ate Serial_No A A firmNum В OrderHold В alid A BOMWS Num A ExpectedDate D 1 t L InvoiceDock_Seq D В InstallationCh .ock В A ShippedBy В đ В Ordered D :e В Received D В Shipped н Item_Detail Н A VenCntriNum Item I Зу A VenInvoiced В _DetailSeq stPerc R В **VenInvApproved** Current_St R mnt D Tickler Date Serial_No son A ı _DetailCount MiscID_1 В ı Ord_ToDate MiscID 2 В :Cred D CustExpDate OrderDate В djust DetailButton В ReceivedD loyeeUniq Α A VendorWarehouse ShipDate В :Chkd A VenShipVia _ItemsSolc В sgSent ₿ BATCHED VenInv_S A ١ InvoiceToDate Cost ٩r В _EDILineNum ı Description leth A A AllocationUser Vendor T quests В WrongProRcvd VendorPari В mitted WrongProdText2 T Manufactui В ·d ExpExpectedDate D MnfctPartN loyeeiD A T _ExpStatusNotes NextAction A Т _ExpDisplNotes _Schedule D AllocatedRcvd В OrderCtrl_I A c_Num 1 WrngProdQty PurchIS_! D ate R FrtCharge _Allocated В 'robs ۵ ExpRspnsblty VenShipVia T ites В ExpediteIT _ReceiveFror В D FirstShipDAte _ShipTo В ₃Ме **DustOpenOrdNote** T Address A ExpediteStatus A ShipGroup ırUniq A Т **CSRNotes** _SoldTo_l{ Jniq A TechExpedite В Ven_Warehor A red Expedite_Sales A _PurchStat A ped A ExpSales_Qty_BO SaleStat iped A ExpSales_Notes _ATSLock(Dupe В **EPPEmployeeUniq RMANum** В veride _CompanySeq ReplacesRM/ eride В PIDNum RcvComment ason

136 Structure for Mega3.5.4



(3) Structure for Mega3.5.4



138 Structure for Mega3.5.4

139 Structure for Mega3.5.4

/ Y O Structure for Mega3.5.4

22

_ActsCustAsg
Account A
Description A
CustomerSeq L

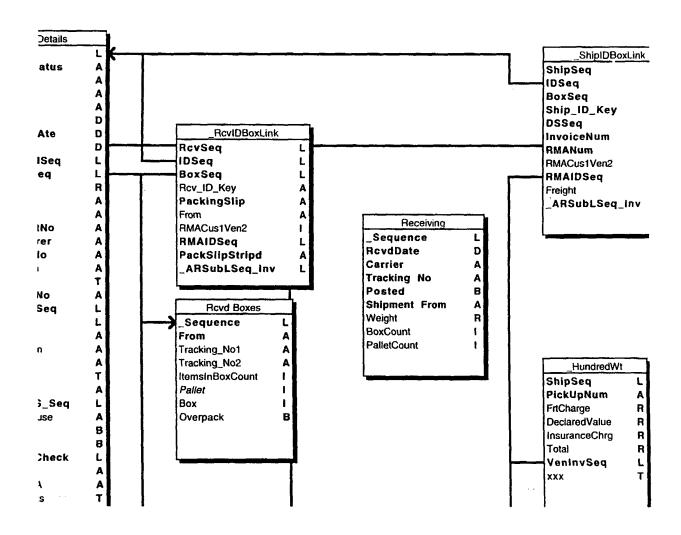
L A A

ShortStock

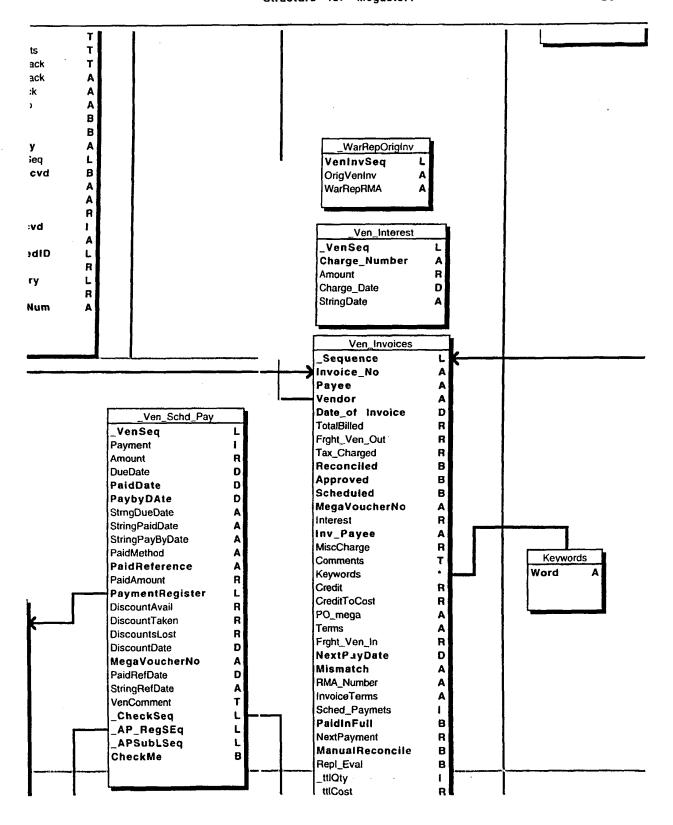
MfgPartNum A
Stock I
SSDate D
MegaWaiting I

/ // Structure for Mega3.5.4

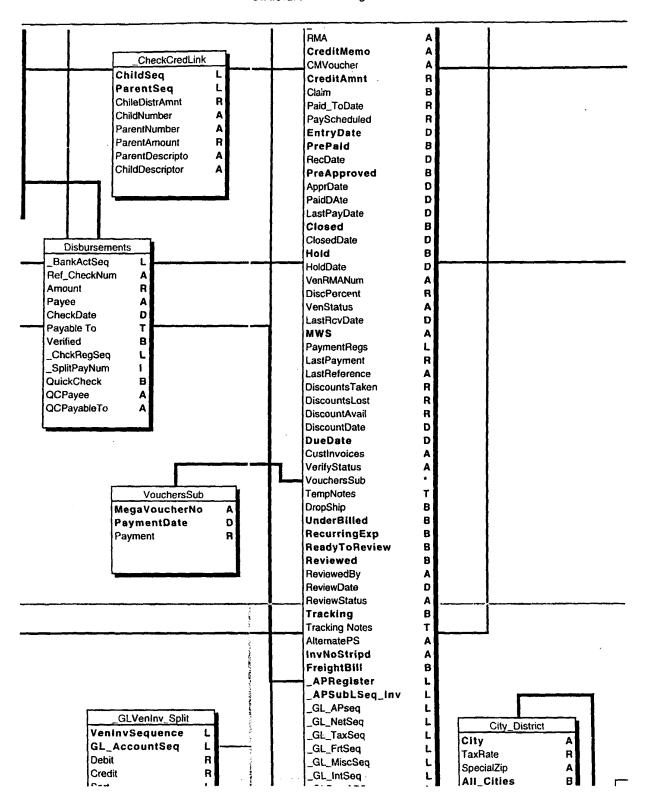
14d Structure for Mega3.5.4



143 Structure for Mega3.5.4



j 44 Structure for Mega3.5.4

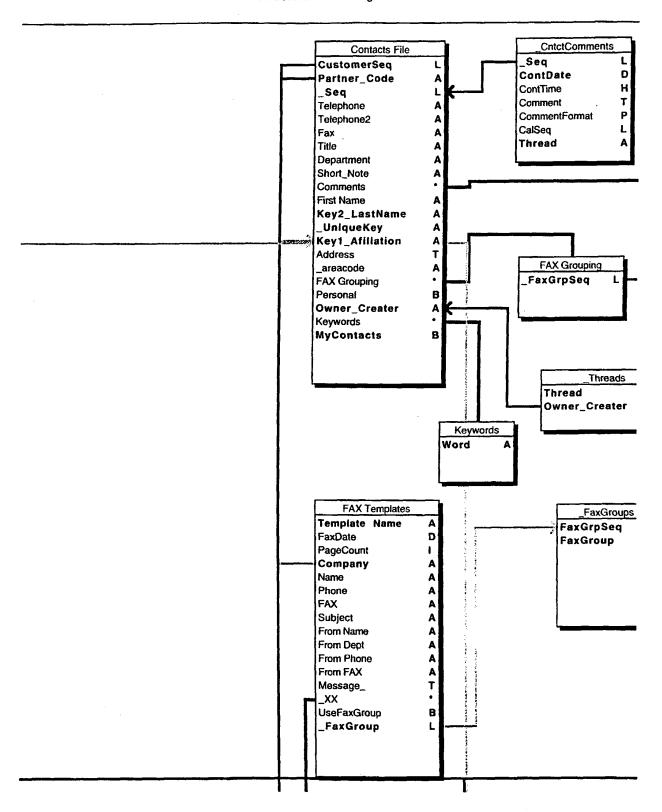


145

27 Structure for Mega3.5.4 L R L _GLPst_APSeq D D SUIL EffectiveDate C GLPst_AP ActType A ExpirationDate Ci Description GLPst_NetSeq A L Discription Τε R _GLPst_Net DistrSequence Εf L _GLPst_TaxSeq Cı R GLPst_Tax Si _GLPst_FrtSeq L R L GLVenInv_Post S¢ _GLPst_Frt L E Ve.iInvSequence _GLPst_MiscSeq GL_AccountSeq R All _GLPst_Misc Cc PostDate D R _GL_AdjAcr Event A R _GLPst_int R B L R AccountTotal _GLCheckMe R _GL_AcrAPSeq Debit Special_Zips R Credit _GL_AdjExp ZipCode _APSubLSeq R _GLPst_AcrAP L _GL_AcrExpSeq R _GL_AcrAp R R _GL_AcrExp _GLPst_AdjAcr _GLPst_AdjExp TaxRegActPay **QtrlyRegister** R ActualPayment OtrlyPaid В D PeriodStart PrePayRegister L В RecalcQtrly SalesTaxForms Register Sort_ Line Page T Col_1 Col_2 T T Col_3 T Col_4 Ţ Col_5 T Col_6 Col_7 τ τ Discriptor

146 Structure for Mega3.5.4

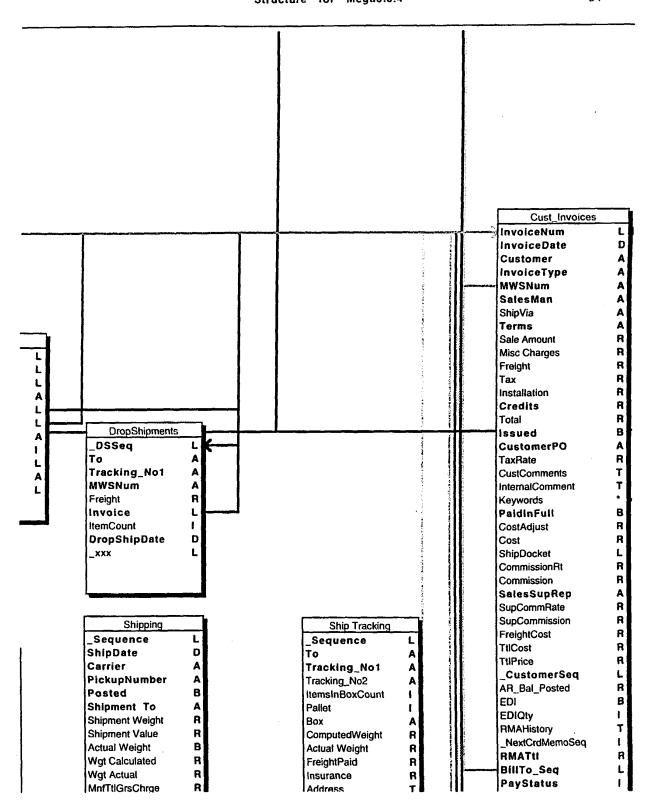
/ //)
Structure for Mega3.5.4



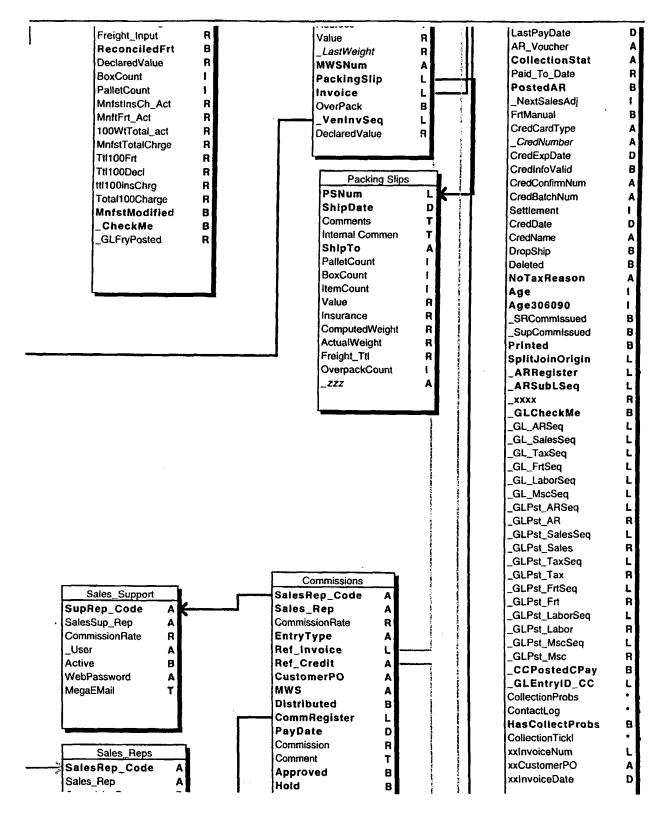
148 Structure for Mega3.5.4

	Structure for Mega3	.5.4	30
	_XX _xxx B _xxx B		
Chamber of the Control of the Contro			

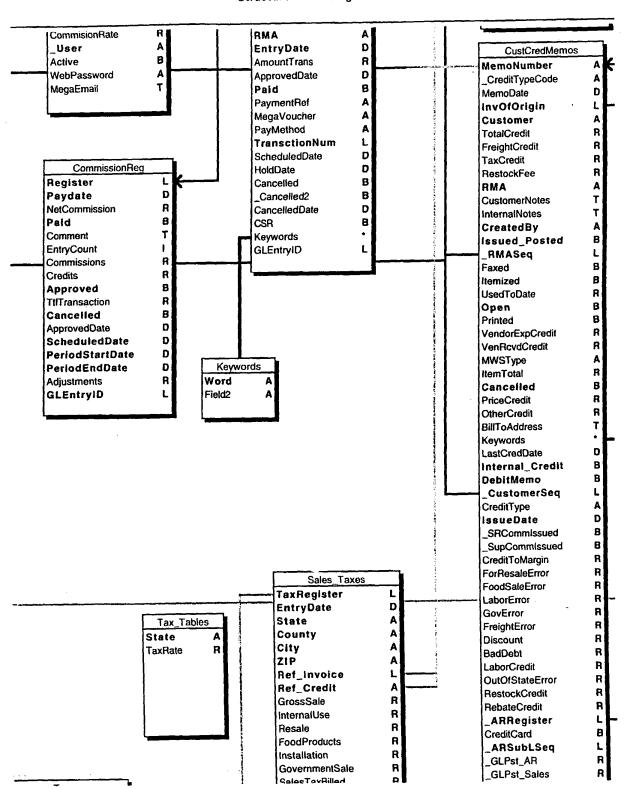
/ ⁽/ ⁽/ Structure for Mega3.5.4



) 5 O Structure for Mega3.5.4



/5/ Structure for Mega3.5.4

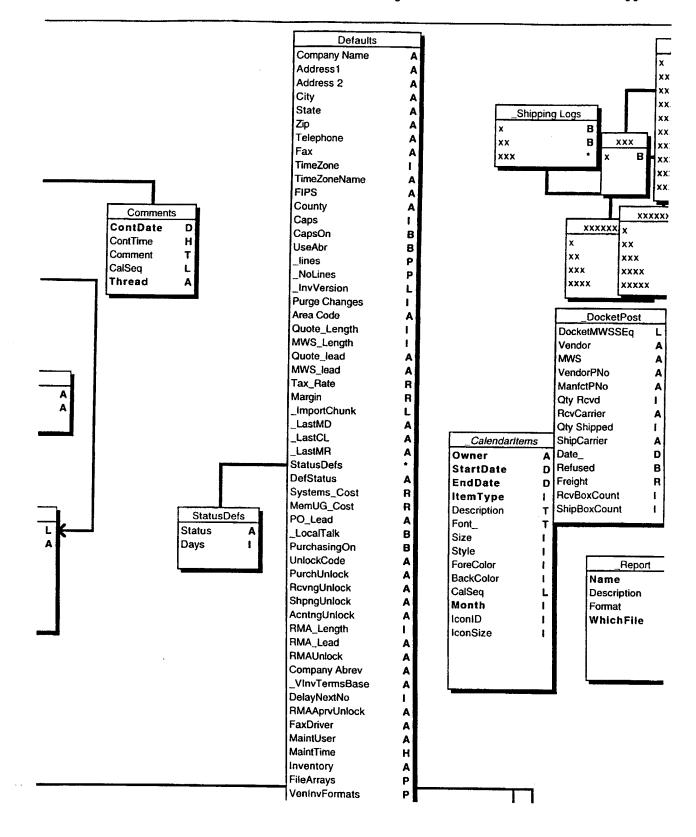


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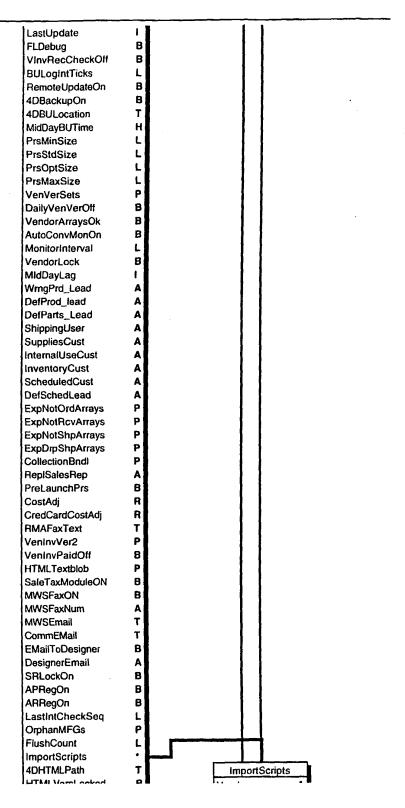
34 Structure for Mega3.5.4 ----R laxes _GLPst_Tax R BadDebt ounty_Descrip _GLPst_Frt R ResoldIntUse R R _GLPst_Labor ty_District ReturnedItems R R ıxRate R _GLPst_Msc R Discounts В fectiveDate D GLCheckMe R Freight ode A _GLPostState ţ OutOfStatTxPaid R A • _GLPst_ARSeq L tate PrePayRegister L L pecial_Zips _GL_ARSeq В Adjustment D _GLPst_SalesSeq L pirationDate В Paid B L **_Counties** _GL_SalesSeq R **OutofState** L ٣ _GLPst_TaxSeq mments В WillCall L GL_TaxSeq R **PriceCredit** L CountyTaxes _GLPst_FrtSeq FreightCredit R L _GL_FrtSeq SalesTaxSeq R LaborCredit L _GLPst_LaborSeq County A R OutOfStateAdj _GL_LaborSeq L CountyTaxableTt R R **TaxCredit** L _GLPst_MscSeq **CntyDescription** A GovernmentAdjus R L _GL_MscSeq CityDescription A R ResaleAdjust L DistrSequence R **FoodAdjust** NonTaxableTtls R В Hold R CreditsIssue В Cancelled R NotTxbleCreds L Sequence R CountyTax R TotalCountyTax IntUseTrans В TaxRegister **Financials** Register В PrePayment Sequence Fins StartPeriod D Report_Name Se EndPeriod D StartDate Row1 В Pald **EndDate** Row(D **PaidDate** ColumnCount ŧ Row State A Portrait В ActB. ۲ ColDefiinitions Comments R AmountDue DefFont vPeriodStart D DefFontSize L D LastUpdate DefFontSTyle L ColDefiinitions D Fin DueDate ProcName A Column Col _Reg1ext T В TrendReport Width Тур P StoredSets Header A В Con AternateCalc В UseHeader Bala R PaymentMade Bala Version Cal **GLEntryID** Calc Cell Links Cel Discriptors CellID Cell Version SourceCellID Cell A LineNotes T Value Bala QRInstr ValueSet В _XX A SrcFinName **FinName**

)53 Structure for Mega3.5.4

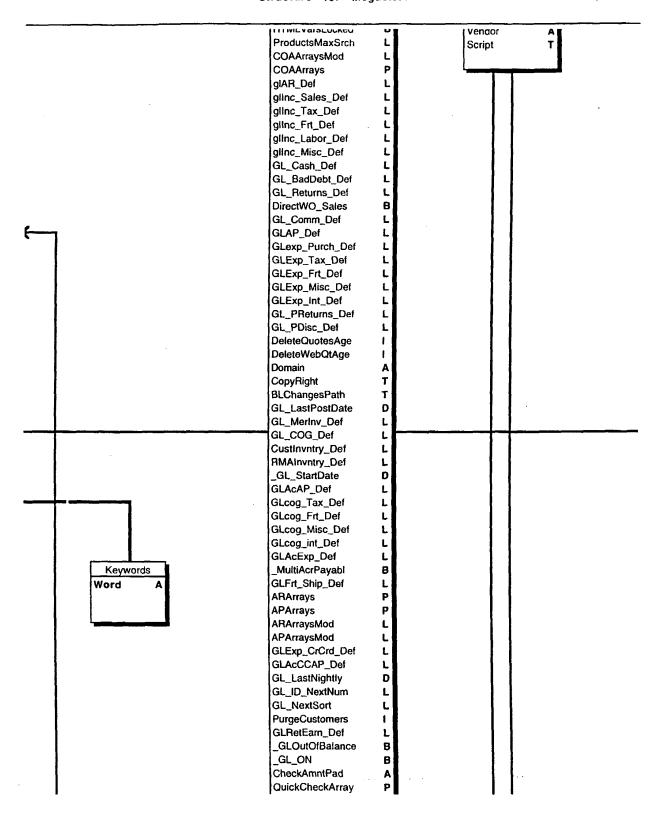
154 Structure for Mega3.5.4



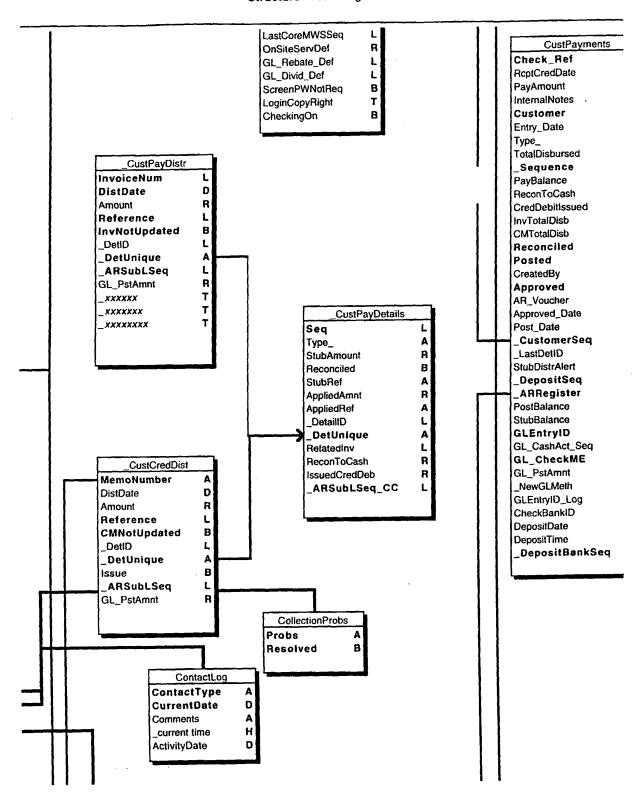
Structure for Mega3.5.4



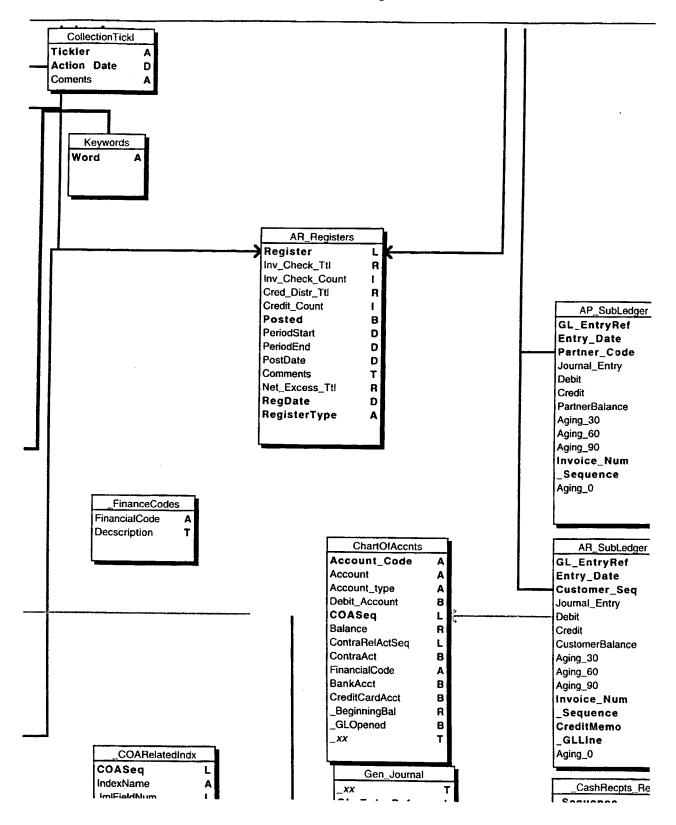
لم كرا Structure for Mega3.5.4



Structure for Mega3.5.4



/58Structure for Mega3.5.4



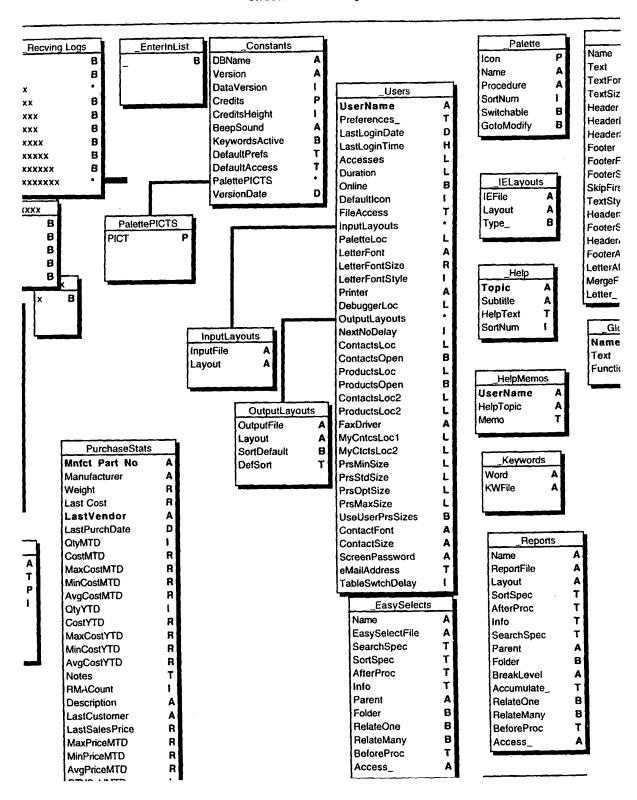
159

41 Structure for Mega3.5.4 sequence GL_EntryHet OTT III IOIGI 14111 **FullyDeposited** D IndexFieldNum Entry_Date GL_Line L ProcName COASeq Amount DisplayFldNum1 L A Journal_Entry BankSeq DisplayFldName1 R Α Debit Remaining DisplayFldNum2 L R Credit _xx_ DisplayFldName2 R DistrAcctBalanc DisplayFldNum3 L JournalEntry В DisplayFldName3 A L CashDisb_Reg Sort_ DisplayFldNum4 L R BalAfterClose Sequence DisplayFldName4 A FullyDisbursed L DisplayFldNum5 **GLPostings** GL_Line A DisplayFldName5 D **EventDate** Amount Sort_ A B Event BankSeq IndexFileNum IndexRecord Remaining В CLosing Reports Reports FinancialSeq Report_ **FinancialRows** ıncialSeq quence Гуре A COAs alCol **RowCOAs** COASeq GLBackup CellID A FinancialCells GlEntryID ARSeq L ancialRowSeq T R Event **APPartCode** ١ **TransAmnt** Α e_ R Balance tents A L APReg_Seq A ınceDate L ARReg_Seq R ince BankReg_Seq L L cID Cust_Inv_CC_Seq :Assignments Ł Ven_CrdC_Seq Style L COA_Seq HD A CustPayment_Seq A Font L VenPayment_Seq L **FontSize** ItemDetail_Seq L ınceType Custinv_Seq L VenInv_Seq L MainKey_Seq

160 Structure for Mega3.5.4

CalcAssignments	
CalcID	L
Mutiplier	1

) b | Structure for Mega3.5.4



162 Structure for Mega3.5.4

Sequences FileAdmin Sequence Name NextNumber Procedure T SequenceName AdminFile A ReuseMe Info Т Wam В A B Parent Folder Access_

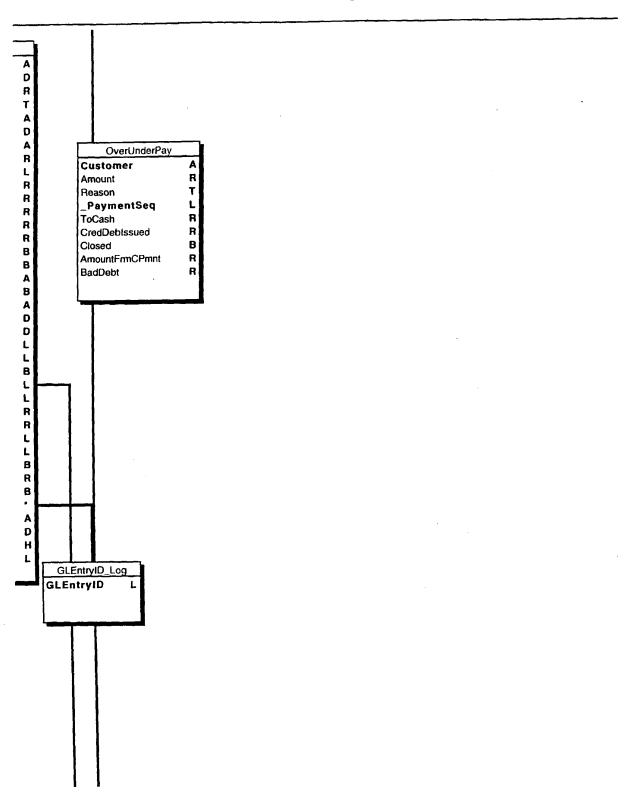
CIASOIGWID PriceMTD R PriceYTD R MaxPriceYTD R MinPriceYTD R AvgPriceYTD QtySoldYTD LastSaleDate R D CurrentMonth CurrentYear QtyInStock StockAvail

PCT/US98/27496

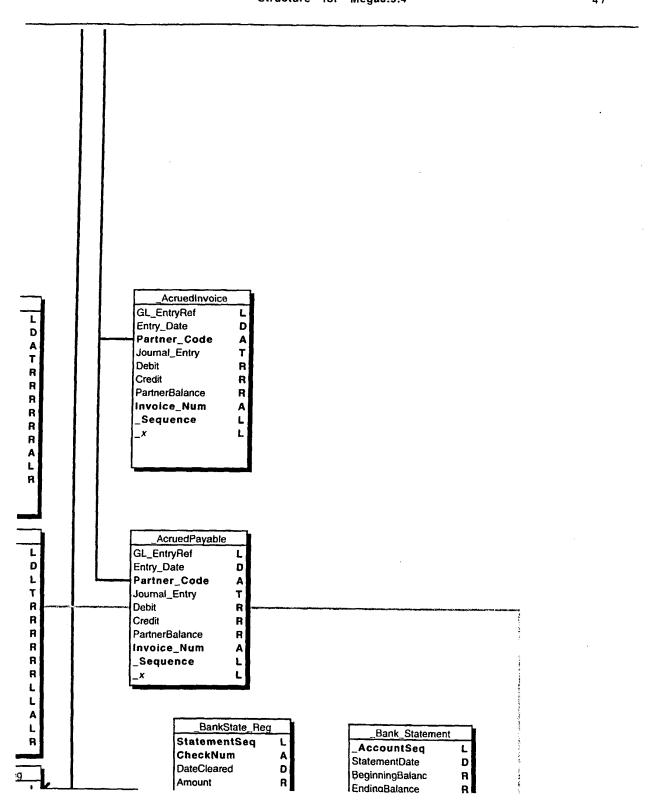
WO 99/33016

16 3 Structure for Mega3.5.4

164 Structure for Mega3.5.4



/65 Structure for Mega3.5.4



B

L

R

R

T

L В

L R

Structure for Mega3.5.4

Deposit

Deposit_Num

InterestEarned

InterestPaid

FeesPaid

Withdrawal

ChckRegAmnt

ElectronicTrans

BankActSeq

Amount

CheckDate

PayableTo

Payee

Reconciled

To_From

166 48 В Checks R L Deposits R B DividendsEarned R A InterestEarned R В FeesPaid R DividendsEamed В InterestPaid R В Reconciled В В ManualReconcile В В StatementSeq R В QuickChecks **Bank Accounts** AccountSeq R Account A Account_Num D R StartingBalance Т R CurrentBalance CheckRegSeq L DefaultAct В A D LastStatement A StartDate D В NextCheckNum В Account Type L _GL_Cash_Act L _NextTransNum R _BeginningBal LastCheckNum RecurringFe Branch A BankActSeq PostDays _Pos1 A ŧ Fee _Pos1Type _Pos1Lead COASeq D LastPostDate Pos1Trail R Pos2 Description В Pos2Type Frequency Pos2Lead В Pos2Trail Pos3 Т Pos3Type

Pos3Lead

Pos3Trail

LogoLine1

LogoLine2

LogoPict

BankLine

DateLine

Sig2Line

Erata1Line

Erata2Line

Erata3Line

CheckNumLead0s

_MICRSpace1

BankIDLine

T

P

BankAccount CheckNum Verified Void Bank_Register AccountSeq Check_Num TransactionDate PaymentAmnt Deposit Deposit_Num ClearStatement Tο Note _ChRegSequence L Distribution A Adjustment В ClearElectronic В InterestEarned В DividendsEamed В 8 InterestPaid FeesPaid В В ApprovedAdj В StartIncluded В Withdrawal В ElectronicTrans R DistrToDate **FullyDistribute** В

ノんつ Structure for Mega3.5.4

Cueckianunuidne	A E	_iviiChapace2	1
Balance	R	_MICRSpace3	1
DepositAmnt	R	UsePictCheck	8
TransactionTime	н	AmuntCharPad	A
DepositDate	D	Sig1Line	A
DepositTime	н.	DepLogo	τ
DepVerifyDate	D.	_Pos4	A
DepVerifyTime	н	_Pos4Type	-
PayableTo	т	_Pos4Lead	A
CashRecptSeq	L	_Pos4Trail	A
CashDisbSeq	L	_Pos5	A
		_Pos5Type	1
		_Pos5Lead	A
		_Pos5Trail	A
		_MICRSpace4	1
		_MICRSpace5	1
		NextDepNum	L
		NextDepNum DepNumLead0s	L

168 Structure for Mega3.5.4

Letters	
	Α
	T
nt	A
e	R
	Τ,
=ont	A
Size	R
	T
ont	Α
iize	R
₃tPage	В
le .	- 1
Style	- 1
ityle	- 1
Alignment	Α
Jignment	Α
ignment	Α
ile	Α
	Р



_BadVendor	s
xx	В
xxx	В
XXXX	В
XXXXX	В
XXXXXXXX	В
XXXXXX	В

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/69 Structure for Mega3.5.4

51

ReuseMe NextNumber L 170 Structure for Mega3.5.4

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17/ Structure for Mega3.5.4

Structure for Mega3.5.4

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173 Structure for Mega3.5.4

55

GLBankRg_Split	
BankRegSequence	Ī,
GL_AccountSeq	L
Debit	R
Credit	R
Sort_	ı
ActType	A
GL_Account	Α
Editable	В
CashRcptSeq	L
Explanation	Α
CashDisbSeq	L

L A R L D A

What is claimed is:

1. A method of business-to-business transaction processing using a database and a database management system, comprising:

receiving user demand information electronically;

at least partially in response to receiving the user demand information electronically, automatically storing an order record in the database and maintaining the order record in the database throughout a life cycle of the order, and

during the life cycle of the order, multiple users each accessing the order record and processing the order to accomplish a respective one of multiple business functions, and creating records related to the order.

- 2. The method of Claim 1, wherein the life cycle of the order includes an expected period for at least one of reversal, service, and parts order.
- 3. The method of Claim 2, wherein reversal includes customer returns and correction of improperly fulfilled or mistaken orders.
 - 4. The method of Claim 1, or Claim 2 or Claim 3, further comprising: providing within the database management system at least one of a table switch function and a related table switch function, wherein:

the table switch function enables a user to freely view records of any of various tables except as otherwise prohibited by access authority defined by a supervisory user;

the related table switch function enables a user to freely view records of any of various tables related to a selected record, except as otherwise prohibited by access authority defined by a supervisory user.

- 5. The method of Claim 4, wherein the related switch function is used to display information to a user via the Web.
- 6. The method of any of the preceding claims, further comprising defining automated workflow processes for a plurality of business functions using the database and the database management system, wherein the workflow processes constrain user inputs and actions but allow use of at least one of the table switch function and the related table switch function.
- 7. The method of Claim 6, further comprising allowing a user with proper authority to access all tables containing transaction-relevant information.
- 8. The method of any of the preceding claims, further comprising providing a central table supporting multiple business functions, whereby changes made by one user performing one business function can be viewed immediately thereafter by other users performing other business functions.
- 9. The method of Claim 8, wherein the central table is an item detail table.
 - 10. The method of Claim 8, further comprising: users, in response to business events, entering information affecting

financials into the database; and

posting general ledger entries in the database such that latency between entry of said information and posting of a corresponding general ledger entry is either negligible or not greater than a predetermined small time period.

- 11. The method of Claim 10, wherein the predetermined small time period is one day, allowing for the preparation of substantially real-time financial reports.
- 12. The method of any of the preceding claims, further comprising processing information stored within the database to provide functionality within a majority of the following categories: enterprise resource planning, sales force automation, supply chain management, purchasing automation and electronic commerce.
 - 13. The method of any of the preceding claims, further comprising:
 in response to receiving the user demand information electronically, automatically storing a quote record in the database;
 receiving further user demand information electronically;
 in response to receiving the further user demand information electronically, automatically converting a quote record to an order record.
- 14. The method of any of the preceding claims, wherein the database management system is Web-enabled, and at least one of said user demand information and said further user demand information is received via the Web.
- 15. The method of any of the preceding claims, further comprising a user retrieving a quote record that has not yet been converted into an order record, modifying the quote record, and updating the quote record.
- 16. The method of any of the preceding claims, further comprising a user retrieving an order or quote record, duplicating the order record as a quote record, modifying the quote record, and saving the quote record as a new quote record.

- 17. The method of any of the preceding claims further comprising allowing a supervisor to view quotes created by subordinates of that supervisor.
- 18. The method of any of the preceding claims, further comprising, for each of a plurality of users, storing within the database management system a plurality of favorite quotes of that user for ready duplication.
- 19. The method of Claim 18, further comprising allowing a user to change that user's favorite quotes and effecting the changes on-the-fly in real time.
- 20. The method of any of the preceding claims, further comprising eliciting user demand information by displaying to a user products approved for purchase by that user.
- 21. The method of any of the preceding claims, further comprising eliciting user demand information by displaying to a user a summary of products frequently purchased or recently purchased by that user.
- 22. The method of any of the preceding claims wherein the user demand information includes at least one of installation instructions and shipping instructions.
- 23. The method of Claim 22, further comprising automatically enforcing dependencies based on at least one of ship group and installation group.
 - 24. The method of any of the preceding claims, further comprising:
 automatically identifying quote records less likely to be converted
 into order records; and

communicating with users so as to increase the liklihood of the quote records being converted into order records.

- 25. The method of Claim 24, wherein communicating with users comprises automatically communicating with users via the Web.
- 26. The method of Claim 25, further comprising automatically communicating a promotional offer.
- 27. The method of any of the preceding claims, further comprising processing via the Web a post-sale transaction relating to a product previously sold, comprising the steps of:

a user communicating a request via the Web, causing a related record related to an existing order record to be stored; and processing the request using an automated workflow process.

- 28. The method of Claim 27, wherein the post-sale transaction is one of the following: return, service, and parts order.
- 29. The method of any of the preceding claims, wherein the existence of an open return request is automatically taken into account within a plurality of workflow processes.
- 30. The method of any of the preceding claims, further comprising automatically approving a return request in accordance with stored criteria and communicating approval to a user electronically.
- 31. The method of Claim 30, wherein the stored criteria are modified by a user having authority to do so.
- 32. The method of any of the previous claims, further comprising electronically communicating status information to a user.

- 33. The method of Claim 32, wherein the status information pertains to an order.
- 34. The method of Claim 32, wherein the status information is communicated upon receiving an electronic request at the time of request.
- 35. The method of Claim 32, wherein the status information is communicated upon the occurrence of a status change based upon a previous request.
- 36. The method of Claim 32, wherein the status information pertains to a post-sale transaction request.
- 37. The method of Claim 32, wherein the status information is detailed status information concerning payment or non-payment.
 - 38. The method of any of the preceding claims, further comprising:
 automatically classifying records of a given type into multiple classifications for workflow processing;

one or more users interacting with the relational database system to take a prescribed action with respect to multiple records having a particular classification.

- 39. The method of Claim 38, wherein the records of a given type are classified into multiple classifications based on experiential criteria.
- 40. The method of Claim 38, wherein a record may belong to a plurality of categories, the method further comprising sorting records in accordance with a hierarchy of categories such that a record belong to both a category higher in the hierarchy and a category lower in the hierarchy is sorted into a group of records belonging to the higher category.

- 41. The method of Claim 40, further comprising a user rearranging classifications within a hierarchy to effect a business purpose.
- 42. The method of Claim 38, further comprising the relational database system not allowing the one or more users to take at least some actions other than the prescribed action with respect to the records.
- 43. The method of Claim 42, further comprising a user with requisite authority to take an action not allowed for other users not having the requisite authority.
 - 44. The method of Claim 38, further comprising:

 a user interacting with the relational database system to change information within a record; and automatically reclassifying the record.
- 45. The method of any one of Claims 26-35 wherein the records of a given type are of one of the following types: customer invoices, vendor invoices, item sold and return merchandise authorization requests.
 - 46. The method of Claim 45, further comprising:

 classifying item sold records;

 forming a group of particular item sold records; and

 creating a vendor order including a vendor order item corresponding to the group of particular item sold records and representing one or

 more units.
- 47. The method of Claim 46, wherein forming a group comprises grouping and regrouping item sold records as many times as desired.

- 48. The method of Claim 46, wherein each vendor order item is related to at least one item sold record created in response to receiving directly from a user user demand information.
- 49. The method of Claim 48, wherein an item sold record represents one or more units, and an item detail record related to the item sold record is created for each unit.
 - 50. The method of Claim 49, further comprising:

 receiving one or more units of a vendor order item; and

 for each unit, changing an item detail record to indicate receipt of
 that unit.
- 51. The method of Claim 50, further comprising physically manipulating a unit in accordance with a workflow process defined within the database and changing an item detail record of the unit to reflect the physical manipulation.
- 52. The method of Claim 51, wherein physically manipulating the unit comprises installing the unit within a larger assembly.
- 53. The method of any of Claims 26-43 wherein classifying comprises identifying critical path items for fulfilling an order.
- 54. The method of any of Claims 26-44 wherein classifying is performed on the basis of at least a plurality of the following: item, availability, installation instructions, and shipping instructions.
- 55. The method of any of Claims 26-45 further comprising breaking down items into multiple tiers, each successive tier including component parts for items of a previous tier, and creating a record for each component part.

- 56. The method of Claim 55, wherein classifying is performed on the basis of availability within multiple tiers.
- 57. The method of Claim 56, wherein availability information within multiple tiers is obtained via the Web.
- 58. The method of Claim 56, further comprising communicating availability information to a customer and, if the customer desires, changing at least one of installation instructions and shipping instructions.
- 59. The method of Claim 55, further comprising ordering component parts from a vendor, receiving the component parts, and assemblying the component parts into an item.
- 60. The method of Claim 55, further comprising identifying suppliers for the component parts of at least one tier.
- 61. The method of Claim 60, further comprising ordering an item from a vendor and automatically communicating demand information to at least one other supplier of a component part of the item via the Web.
- 62. The method of Claim 61, wherein communicating via the Web is accomplished by one of Web push methods and Web pull methods.
- 63. The method of any of the preceding claims further comprising using the data in the database to perform systematic quantitative evaluation of at least one of employee performance, vendor performance and customer performance.

- 64. The method of Claim 63, further comprising at least one of an employee, a vendor and a customer remotely accessing the database and viewing its own quantitative performance data.
- 65. The method of Claim 63, wherein said evaluation is based entirely upon data in the database.
- 66. The method of Claim 63, wherein said evaluation takes into account reversals of orders.

- 67. The method of any of the preceding claims, wherein the user demand information includes, at least implicitly, vendor identification information, further comprising automatically transmitting corresponding order information to a designated vendor for fulfillment of the order.
- 68. The method of Claim 67, further comprising automatically transmitting N-tier order information to multiple corresponding vendors.
 - 69. The method of Claim 1, further comprising:

displaying to a Web user multiple electronic commerce course-ofdealing options including at least one option relating to products and at least one option relating to payments;

the Web user setting at least one electronic commerce course-ofdealing option in accordance with a choice of the user; and

the electronic commerce system effectuating the choice of the Web user for each of multiple subsequent electronic commerce transactions.

- 70. The method of Claim 69, further comprising effectuating the choice of the Web user on-the-fly in real time.
- 71. The method of Claim 69, wherein displaying comprises displaying a multiplicity of electronic commerce course-of-dealing options in tabular form.
- 72. The method of Claim 69, wherein course-of-dealing information is read during transaction processing of an electronic commerce transaction.
 - 73. The method of Claim 69, further comprising:
 setting authorities of multiple Web users; and
 allowing a Web user to set an electronic commerce course-of-dealing option only if the Web user is authorized to do so.

- 74. The method of Claim 73, further comprising effectuating the settings on-the-fly in real time.
- 75. The method of any of claims 61-64, wherein a second, working-level electronic commerce course-of-dealing option relates to the authority of a Web user to perform a predetermined action authorized in accordance with a first, enterprise-level electronic commerce course-of-dealing option.

- 76. The method of any of the foregoing claims, further comprising making remotely accessible to a user status information pertaining to each of a majority of the following product life cycle stages: purchasing, receiving, shipping, installation/assembly, billing, and returns/service.
- 77. The method of any of the foregoing claims, further comprising a user executing a dynamic workflow process not explicitly provided for.
- 78. The method of any of the foregoing claims, further comprising an external user remotely setting or changing authority of one or more users.
- 79. The method of Claim 78, further comprising the system immediately effecting the changes in authority.

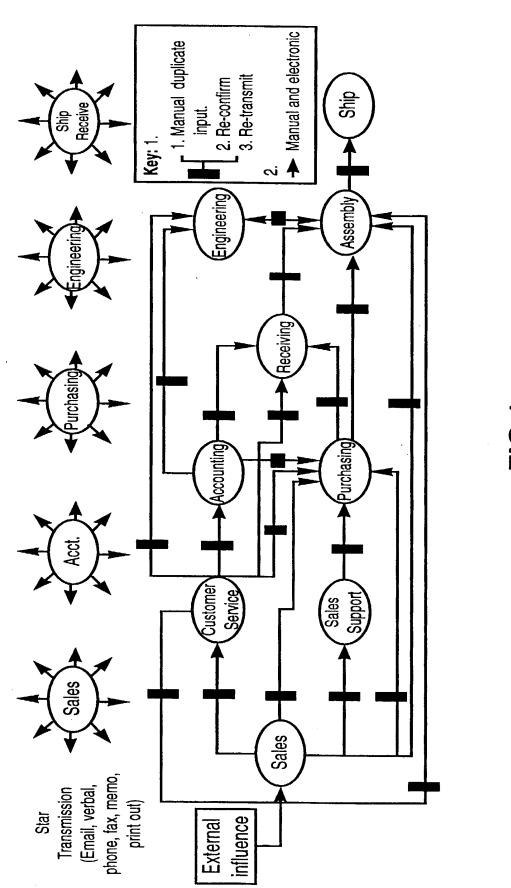
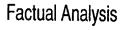


FIG.1

Fig. 2

Fig. 2A	Fig. 2B	Fig. 2C



Employee/Vendor performance

Customer satisfaction

External influence and view (Vendor, customer, employee, new customer account)

- Electronic means (Web business to business commerce, satelite, EDI to mainframe, infranet internal corporate business process), remote terminal direct dial.
- 2. Telecommunication means E-mail, phone, fax.
- 3. Physical means letter, physical visit.

External influence

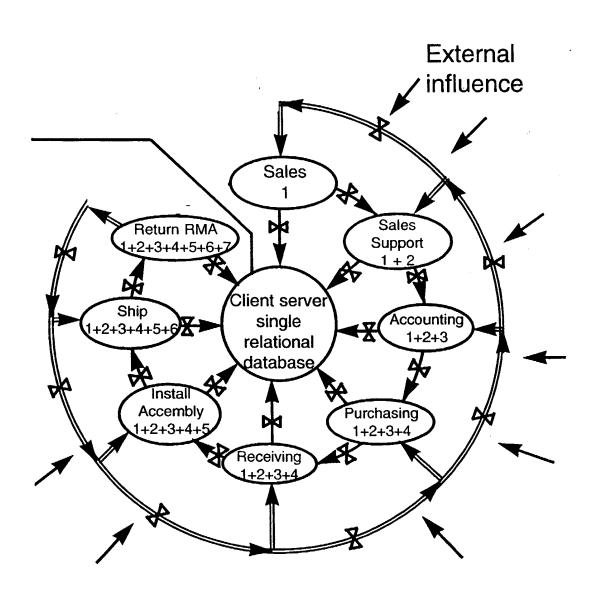


FIG. 2B

-1/435

- X 1. Secured and authority check.
 - 2. Best practice, possible outcome, expected input parameters affecting downstream.
 - 3. Process is reversible until posted.
 - 4. Track discrepancy and allow improvement from feedback.
 - 5. Trigger one event to allow other event happens.

External influence

Key
 Electronic, non-manual original process
 Electronic, non-manual reversible process

LC 1/03/0/#17/9

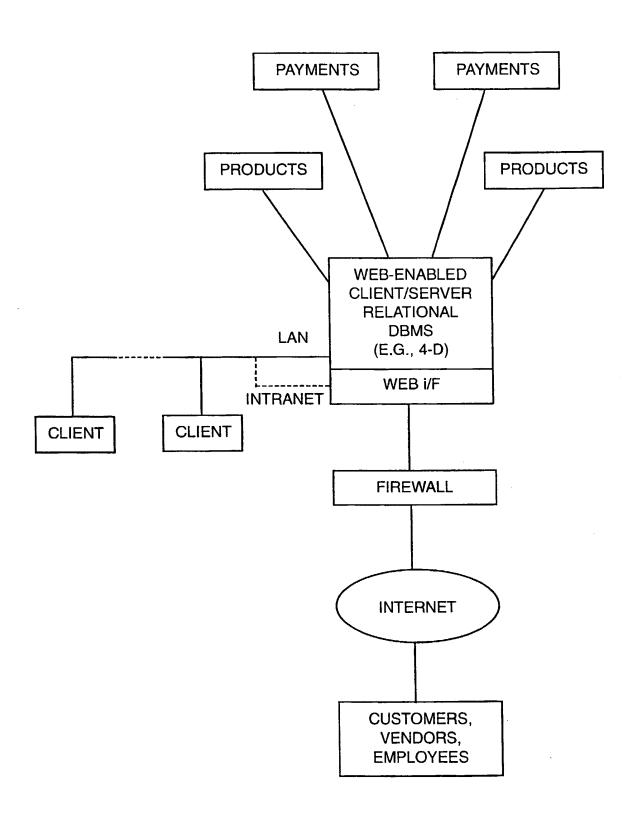


FIG.3

Home Accounting Reports Products | Returns/Repair | Tracking

Products - New Quote

Search Options: [Product listing from all Mfr. by product category

Product listing from single Mfr. by product category

Product listing by Mfr. name or description, or Part#

4. Product listing from single Mfr. by description, or Part#

Search by Product ID (Pre-configured Products)

5. Previous purchase history (Core Products)

.9

Approved products list (Company catalog) - APL

Previous quotes history

PID Maintenance 2 APL Maintenance

	1. Products - Search by Groups and Categories	rcn by Groups	and Categorie	S:
Accessories & Supplies	Accessories & Computers/Terminals Supplies	G Education	Enhancement Products	🕢 Input Devices
Memory	Multifunctional Devices	O Network & O Power Communications H/W Equipment	Power Equipment	Premise Wiring & Rack Systems
Printed Information	Printers & Plotters	Services & Agreements	Software, Applications	Software, Communications
Systems	Storage Devices/Enclosures	Telephony	Video Adapters & Displays	
	Search	Show more details.	Reset	



П	So	Reset
	ccesso	
& Supplies	Cables & Connectors Switches & Boxes Desk Accessories Monitor Accessories Notebook Accessories Printer Accessories Cases & Covers Cases & Covers Chu Mounting Kits & Accesso Other Accessories & Equipment Media; Tape Cartridges Media; Floppy Disks Media; Optical Disks Paper Supplies Carrying Case Label Supplies Camera Accessories Scanner Accessories	Show more details.
Accessories & Supplies	Cables & Connec Switches & Boxe Desk Accessories Monitor Accessories Printer Accessories Cases & Covers CPU Mounting K Other Accessories Media; Floppy D Media; Poptical D Paper Supplies Carrying Case Carrying Case Carrying Case Carrying Case Camera Accessories Scanner Accessories Scanner Accessories	
[≰]		Search

FIG. 6

Log Off Products - Search by Groups and Categories Accounting Reports Tracking Products Returns/Repair

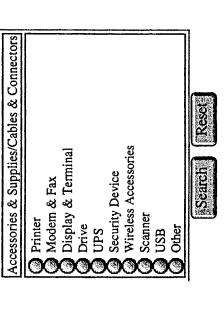


FIG. 7

FIG. 8

FIG. 8 A

FIG. 8 B

Searching for products selected. If this takes too long, narrow down your search please. 234 records found. Preparing data for display.

Returns/Repair

Products

Tracking

Reports

Home Log Off

Accounting

Product List

Displaying from record 1of 234, skipping duplicate items. Please check the item(s) you wish to select

Your search criteria for this list was: Printer

Check	Manufacturer	Description	Media	Platform	Media Platform Part Number Price	Price
	TEKTRONIX - PRINTERS	30FT HYPER CABLE (PAR CABLE) IISD/SDX			012-1428-01	90.99
X	TEKTRONIX - PRINTERS	CABLE ASSEMBLY INTERCONNE DB9XDB25 IISD/SDX			012-1313-00	50.00
	TEKTRONIX - SUPPLIES	PAR TERMINATOR C36M C36F			011-0156-00	39.00
	TEKTRONIX - PRINTERS	CABLE INTERCONNECT DB25 XDB25 IISD/DDX			012-1312-00	50.00
	TEKTRONIX - PRINTERS	CABLE INTERCONNECT 75 FT HYPER CABLE COLORQUICK			012-1430-00	109.00
	TEKTRONIX - PRINTERS	CABLE INTERCONNECT 50 FOOT HYPER CABLE COLORQUI			012-1429-00	87.00

FIG. 8 A

TEKTRONIX - PRINTERS	CABLE INTERCONNECT		012-1302-00	50.00
TEKTRONIX - PRINTERS	COLOR QUICK		012-1301-00	61.00
TEKTRONIX - PRINTERS	SCSI CABLE 50PIN TO 25PIN		012-1299-00	55.00
TEKTRONIX - PRINTERS	SCSI CABLE		012-1465-00	61.00

Reset	Search Again
Show Selected Items R	Next set of Items Last set of Items

Maximum display lines per page: 10

To narrow down your search within the current selection, click the button below.

FIG. 8 B



Product Shopping

Please check Quantity for each product. Zero quantity will cancel that item. Current Working Quote: New Quote

30FT HYPER CABLE (PAR TEKTRONIX - 012-1428-01 66.00 1	Description	Manufacturer	Manufacturer Part# Unit Price	Unit Price	Quantity
	LE (PAR	TEKTRONIX - PRINTERS	012-1428-01	90.99	1

Please select an action from the menu below and click Take Action button Take Action Show last Products List

Create Quote with above item(s)

Empty Basket

Search for more items

FIG. 9

Log Off Home Accounting Tracking Returns/Repair Products

Products - Single manufacturer input for further search

Manufacturer:

If you wish to select from manufacturers list, click on the first letter of the manufacturer. o'

FIG. 10

Home
Log Off
Accounting
cking Reports
E
Returns/Repair
Products

3. Products - Search by manufacturer, description and/or part number

Please input one or n	Please input one or more of the following information.
Manufacturer:	
Item Description:	
Manufacturer Part #:	
Search multiple	Search multiple products with manufacturer's part number
	Search

	M		
er.	7		
anufactu	K	×	
If you wish to view manufacturers list, click on the first letter of the manufacturer.	-	W	
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on the fi		Þ	
list, click	Ö	L I	Other
cturers l		S	
v manufa		R	
sh to viev		0	
f you wit	ان	a	
H	В	0	
	А	Z	

FIG. 11

Log Off Home	(Core Products)
Accounting	products
Reports	nurchased
Tracking	reviously
[Returns/Repair	Products . Search the previously nurchased products (Core P
Products	Drodnote .

wing information.				Search multiple products with part numbers		र्जु month ि year ि year ि To:[day ः ⊂ year ि ⊂	Search	Show all Core Products
Please input one or more of the following information.	Manufacturer:	Description:	Manufacturer Part #:		Maximum lines per page:	Core products From: day purchased Emonth		

EQ. RR. S. T. FU EV. W. E. FIG. 12

If you wish to view manufacturers list, click on the first letter

WO 99/33016

PC 1/USY8/4/490

18/435

FIG. 13

FIG. 13 A

FIG. 13 B

Product List

Tracking

Returns/Repair

Products

Reports

Accounting

Log Off

Home

Displaying from record 1 of 72, skipping duplicate items. Please check the item(s) you wish to select

Your search criteria for this list was: compaq

			Part		Last	Date Last Purchase	Purchase
Check	Cneck Manufacturer	Description	Number	Frice	PO Number	Purchased	Count
	compaq	COMPAQ TOWER TO RACK CONVERSION KIT	149068-001	419.00		86/08/6	2
	compaq	256MB BUFFERED EDO DIMM MEMORY KIT	149026-B21	1,343.00		9/21/98	20
	compaq	COMPAQ PROLIANT 850R 6/200H: MODEL1 (HP MODEL)	167200-001 2,532.00	2,532.00		86/6/6	3
	compaq	COMPAQ RACK 7122	163747-001 1,616.00	1,616.00		86/9/8	_
	COMPAQ	COMPAQ CPU TO SWITCHBOX CABLES, 20FT	165638-002	70.00		7/1/98	13

FIG. 13 A

SIDEWALL KIT COMPAQ - (LEFT/RIGHT) 7142 SERVERS RACK COMPAQ - RACK 7142 42U SERVERS (7FT) W/DOOR SIMM, 32 MB, FOR	SIDEWALL KIT (LEFT/RIGHT) 7 42U COMPAQ RACK RACK 7142 42U (7FT) W/DOOR SIMM, 32 MB, F	1T 2 2 2 2 2 2 1 1 1 1 1 1 1 1 1 1 1 1 1	165652-001 195.00 165753-001 1,577.00	195.00	9/18/98	27
COMPAQ MODELS UP TO 4500(SPARE PART REDUNDANT POWER SUPPLY	PROLIANT MODELS UP TO 4500(SPARE PAR REDUNDANT POWER SUPPLY	E	139142-001 2,049.00 E	2,049.00	7/1/98	10
	(6500 R), HOT PLUGGABLE RM 9 FOOT CPU TO SWITCH CABI	щ	109280-001	00.245.00	0/30/98	38
	nar (backelor) part# 165638-002 20 ft cable)			8	07/10/70	9

Maximum display lines per page: 10

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	1 1000
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	1 3 9 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1 3 1
	8 60 8
	5.00
	1 0
	133
	5500000
	Next sel

To narrow down your search within the current selection, click the button below.

FIG. 13 B

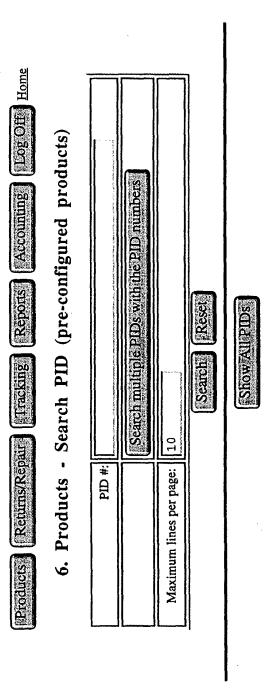


FIG. 12

Home LogOf Accounting Reports Tracking Returns/Repair Products

Select PID Number PID Date PID Description test-08/18/98-2

SYSTEST-08/25/98-01 webtest-08/25/98-01 8/18/98 8/25/98 8/25/98 8/13/98 8/13/98

TESTDELLAGAIN

testdelloncemore
TEST08/14
TEST 08/24/98-1
SCE-PID-COMPAQ 29902 29968 29966 29878 29878

8/14/98 29886 29961

SCE-PID-DELL-D SCE-PID-DELL-L 86/2/6 86/2/6 86/2/6 30044 30046

Show selected PID(s).

FIG. 16

FIG. 16 A

FIG. 16 B

Tracking Reports Accounting Returns/Repair Products

Product List

Displaying 1 PID(s). Please check the item(s) you wish to select

	Media	Media Platform	Part Number	Price
SCE-PID-COMPAQ			30042	29,067.94
FIBER CHANNEL ARRAY KIT			223100-001	
FIBER CHANNEL HOST CONTROLLER KIT/P			223180-B21	
FIBER CHANNEL STORAGE HUB 7			234453-001	
512MB KIT (4X128MB DIMMS) 60NS EDO ECC PROLIANT			241773-B21	
PROLIANT 7000 6/200-512: MODEL 1S-128 (128 MB)			273350-005	
SMART-2DH PCI 2CH ARRAY CONTROLLER W/16MB CACHE			295242-B21	
-	MODEL 1S-128 (128 MB) SMART-2DH PCI 2CH ARRAY CONTROLLER W/16MB CACHE	MODEL 1S-128 (128 MB) SMART-2DH PCI 2CH ARRAY CONTROLLER W/16MB CACHE	MODEL 1S-128 (128 MB) SMART-2DH PCI 2CH ARRAY CONTROLLER W/16MB CACHE	

FIG. 16 A

		COMPAQ SERVERS	PROLIANT STORAGE SYS /U1 RM SINGLE BUS ULTRAWIDE	304100-B21	
<b></b>		сомрао	MULTISCAN V55 15IN 13.7VIS 28MM 10X7 COLMON	308006-001	
 Maxi	imum dis	Maximum display lines per page: 10	0.1		
			Show Selected Items Reset		
		First se	First set of Items   Previous set of Items   Search Again	ain	

FIG. 16 B

Log Off Home	
rts Accounting	
200 000 0000	
Tracking Rep	
Returns/Repair	
Products	

6. Products - Search the customer approved products list (APL)

Manufacturer: Description:	
Manufacturer Part #:	
Search multiple	Search multiple products with part numbers
Maximum lines per page: 10	

Search Company APL
Search Personal APL
Show all Personal APL
Show all Personal APL

If you wish to view manufacturers list, click on the first letter of the manufacturer

FIG. 17

Products - Quotes Look Up
Quote#:

Show todays quotes

Show this weeks quotes

Show this weeks quotes

 
 Select
 Quote Number
 Quote Date
 Customer PO Number

 Q
 Q98-30413
 11/19/98
 E1028903-00000001 Find Quotes

FIG. 20

FIG. 20 A

FIG. 20 B

Home

Log Off

Accounting

Reports

Tracking

PC 1/U370/4/470

Purchase Assistant

Email Noufications 45.00 Unit Price Qty Extended Price FOB Orig 45.00 P0: Terms Mfct.-Part No. | Installed Quote For: SOUTHERN CALIFORNIA EDISON Mega Network Quote Quote Number: Q98-30413 785 Palomar Avenue, Sunnyvale, CA 94086 Quote Date: 11/19/98 Phone: (408) 730-9138 Fax:(408) 720-1293 E1028903-000000001- PRN: 107400 188485-001 Products Returns/Repair Ship Via KIT, SPS-GUIDE, MAINT/SVCS Description New notes: Person Sales Charles Item# Wong

FIG. 20 A

Please select an action and click Take Action button.

Show last Search results of Products List Add/Change/Remove products in this quote

Duplicate this quote into a new quote Arrange the order of the quote items Save this quote for future reference I am ready to order



FIG. 20 B

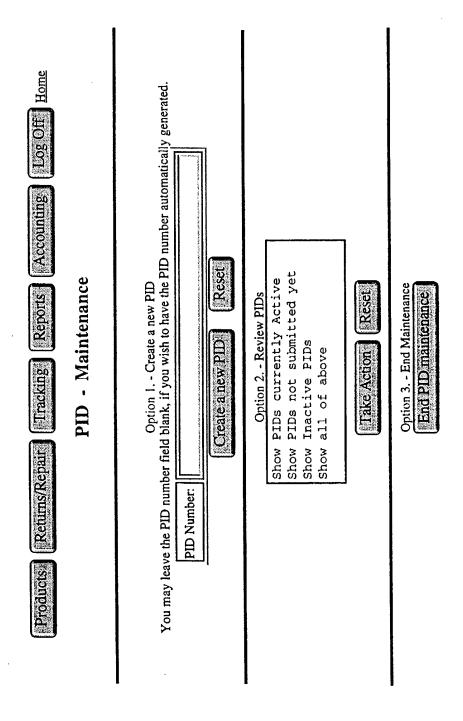


FIG. 21

FIG. 22

FIG. 22 A

FIG. 22 B

FIG. 22 A

Returns/Repair Tracking Reports Accounting

### PID List

Please click on the PID number if you wish to view details.

PID Number	Revision	Date	PID Description	PID Status
[2066Z]	0	8/18/98	test-08/18/98-2	ACTIVE and in production
29968	0	8/25/98	webtest-08/25/98-01	ACTIVE and in production
29966	0	8/25/98	SYSTEST-08/25/98-01	ACTIVE and in production
29851	0	8/12/98	test1	INACTIVE
29865	0	8/13/98	TESTDELL	INACTIVE
29865	1	8/13/98	TESTDELL	INACTIVE
29878	0	8/13/98	TESTDELLAGAIN	ACTIVE and in production
62862	0	8/13/98	testdelloncemore	ACTIVE and in production
29886	0	8/14/98	TEST08/14	INACTIVE
98867	-	8/14/98	TEST08/14	ACTIVE and in production

73961	0	8/24/98	8/24/98 TEST 08/24/98-1	ACTIVE and in production
30042	0	86/8/6	SCE-PID-COMPAQ	ACTIVE and in production
30044	0	86/8/6	SCE-PID-DELL-L	ACTIVE and in production
30046	0	86/8/6	SCE-PID-DELL-D	ACTIVE and in production

FIG. 22 B

Log Off Home Tracking Reports Accounting Returns/Repair Products

APL Maintenance

Company APL Maintenance. Personal APL Maintenance

Cancel

Home Accounting Reports Tracking Returns/Repair Products

Company APL - Maintenance

Option 1. - Please input one Part number below and click Add or Delete button.

Manufacturer Part Number:

Add above item

Delete above item

Option 2. - Please select one option below and click Take action button.

Take Action Search for Products to add to APL

Show all - Sort by Manufacturer Show all - Sort by Price Show all - Sort by Part Number

Delete items in list End APL maintenance - Sort by Price

- Sort by Description

Show all

Products Returns Repair Tracking Reports Accounting Log Off Home Return Product Information Option 1. Please input one of the following fields. Serial Number:  Serial Number:  Serial Number:  Serial Number:	Option 2. If you don't have above information, please input one of the following fields.	Customer Purchase Order #:	Customer PRN #:	Search Reset
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------------------------------------------	----------------------------	-----------------	--------------

If you do not have the above information available, please click below. More Search Options Option 3.

FIG. 26

FIG. 26 A

FIG. 26 B

Other

S

0

Select year Home M select month select day select year Log Off  $\Gamma$   $\Gamma$   $\Gamma$   $\Gamma$ To list manufacturers, click on the first letter of the manufacturer.) Reports Accounting Sort records by: Manufacturer Date PO# select month 💎 🔝 select day Option 1. Please input one or more of the following information. Return Product Search 1.5 Search H. C. Products Returns/Repair Tracking Щ Ε Α Item(s) purchased between: and: U Manufacturer's Name: Manufacturer's part #: À

FIG. 26 A

FIG. 26 B

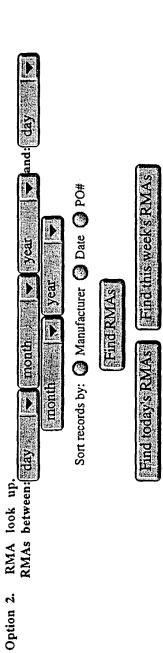


FIG. 27

FIG. 27 A

FIG. 27 B

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# Find RMAs

RMA Amount	175.00	315.00	567.00	359.00
RMA Qty	-	21	-	-
Part Number	AC12100UD!MA	LCS-150	ST34572WC	9005-20
Description	2.10GB EIDE UDMA 3.5LP 11MS 5400RPM CAVIAR w/SW, Manuals	LCS-150 STEREO SPK BGE 1.35W AMPL VOL	BARRACUDA 4.55GB ULTRA WSCSI SCA HD 3.5LP 8MS	DISCVIEW PRO UPG VERSION 6 KIT
Manufacturer	WESTERN DIGITAL	LABTEC	SEAGATE	MICROTEST
Customer PO Number	E1028903E0000000001E0	E1028903-000000001-0	E1028903-000000001-0	E1028903-00000000120
Date	6/2/98	86/8/98	86/2/9	86/6/9
RMA Number	Temp27441-1	FR-311954@R	[R-312033@R	R-319284@R
Case Number	Temp27441-1	Temp27329-1	Temp27663-1	Temp27759-1

Temp27824-1	R-313018CR	6/15/98	(E1028903-0000000001-0	ADAPTEC - CONTROLLER	32BIT EISA FSCS12 BMHA MASTER KIT	AHA-2742AT KIT	-	285.00
Temp27353-1	R-313773CR	6/22/98	E1028903-0000000001-0	DIAMOND MULTIMEDIA	STEALTH II MODEL S220 4MB PCI SGRAM BD	STIIS220-XL1		94.00
Temp27891-1	[R-3]24033CR	6/29/98	E1028903-000000001:0	CAVIAR 4.0GB INT 4.0GB INT EIDE HD DIGITAL CORP 3.5LP 11.5MS 5200RPM RTL	CAVIAR 4.0GB INT EIDE HD 3.5LP 11.5MS 5200RPM RTL	4000RTL	-	215.00
Temp27290-2	R-314168CR	96/30/98	E1028903-000000001-0	COREL	CLP XARA MOST LIC ML	LPCLPC-CX10	1	160.00
Temp27518-1	R-314311RP	7/1/98	E1028993=0000000001=0	DELL	IDE CD ROM internal drive 12/24X	88845	2	236.00

FIG. 27 B

FIG. 28

FIG. 28 A

FIG. 28 B

SOUTHERN CALIFORNIA EDISON	Customer: SOUTHERN CALIFORNIA EDISON Customer Fax: (626) 302-7113
2244 WALNUT GROVE AVE., Rm#210 Rosemead, CA 91770 Att: ACCOUNTS PAYABLE	Buyer: dee dee Buyer Fax: (408) xxx-
۲. نوند نورد	End user: Ed Chavez End user Fax: (626) 302-7565
MEGA NETWORK, INC. 785 Palomar Avenue Sunnyvale, CA 94086	Purchase Order #: E1028903-00000001-0 Purchase Date: 5/11/98
	Return Instructions The below listed items have been authorized for
	return to Mega Network for exchange, repair or credit.
RMA Number: R-311112CR	Fold this form along the dotted lines and attach it to the outside of the shipping container so that the Mega
THIS RMA EXPIRES 6/9/98	Includes address and ward intincer are crearly visible.  In this manner this form may be used as a shipping label.
	** Items without the RMA number clearly visible on the shipping container will be refused by the Mega Network Receiving Dept.
	** Merchandise returned for exchange or credit not in their original sealed and undamaged container may be subject to a 15% reconditioning and testing fee.

FIG. 28 A

DE UDMA 3.5LP 11MS 5400RPM CAVIAR w/SW,	escription	Serial Number Misc ID	Misc ID
	2.10GB EIDE UDMA 3.5LP 11MS 5400RPM CAVIAR w/SW,		



Tracking

Please select type of tracking information that you need: Option 1.

- 1 Sales Order Status

Reset Take Action

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included		П		<b>P</b> OLONIA	
not				×804	
is				×	
which			<b>!</b> ************************************	-9138	
report			eleni	(408) 730-9138 >	
special			joon@meganetwork.com	PHONE# (408) 730-9138 x804	Reset
any				HONE	
request			com	Parriag	Take Action
\$			۲.	200	िर्हे
area			etwoi	1293	Œ
llowing Fax.			E-Mail joon@meganetwork.com	FAX# (408) 720-1293	
e fc or ]			00	408	
# #			Ċ		
use Ma	1		[ai]	*	
ise Fe	,		E-1	FA	
Plea					
Option 2. Please use the following area to request any special report which is not included ab And specify your e-Mail or Fax.					

Products Renams/Repair Tracking Reports Accounting Log Off Home Tracking - Sales Order Status	. Please input any one of the following fields:	RFQ# Customer PRN# PRN# Asset Tag #	Take Action   Resel	. If you do not have the above information, please input one or more of the following on.	acturer  acturer Part#  urchased between:  select month  and:  Select month  Sort By: Manufacturer  Date  PO#  PO#  Sort By: Manufacturer  Date  PO#  PO#  Sort By: Manufacturer  Date  PO#  PO#  Sort By: Manufacturer  Date  PO#  Sort By: Manufacturer  Date	FIG. 30
Produciss		Customer Customer Customer Invoice#		Option 2. If you informaion.	Manufacturer Manufacturer Part# Date purchased between: and:	

FIG. 31

FIG. 31 A
FIG. 31 B
FIG. 31 C
FIG. 31 D

FIG. 31 A

## Tracking

Log-Off

Searching database for requested records. 25 records found. Preparing data for display.

Check	Customer PO#	Date Shipped	Manufacturer Name	Manufacturer Manufacturer Name Part#	Description	Ordered Quantity	Qty Shipped to Date	Notes
<u> </u>	E1028903-000000001-1219	Oct 14, 1998	COMPAQ COMPUTER CORP. (SERVERS)	294013-001	REMOTE INSIGHT/PCI (LAN + 2 MODEM)	2	7	
	E1028903-00000001-1228	Oct 5, 1998	compaq	317756-001	SPS-MEM MOD, 128MB, SDRAM	8	œ	
	[E1028903-000000001-1236]	Oct 21, 1998	COMPAQ COMPUTER CORP. (SERVERS)	294013-001	REMOTE INSIGHT/PCI (LAN + MODEM)			
	E1028903-000000001-1236	Oct 15, 1998	COMPAQ - SERVERS	295242-B21	SMART-2DH PCI 2CH ARRAY CONTROLLER W/16MB CACHE	_		
	E1028903-000000001-1236	Oct 15, 1998	COMPAQ- SERVERS	313706-B21	9.1GB PLUGGABLE W/ULTRA 1.0IN SCSI-3 7200RPM HD	5	5	

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 E1028903-000000001-1236	Oct 15, 1998	COMPAQ - SERVERS	272577-001	4.3GB PLUGGABLE W/ULTRA 1.0IN 7200RPM SCSI-3 HD	5	73	
E1028903-000000001-1236	Oct 15, 1998	COMPAQ SERVERS	169470-B21	6/200 512K PROC OPT KIT PROLIANT 6500 7000	3	m	
E1028903-000000001-1236	Oct 21, 1998	COMPAQ SERVERS	241700-001	PROLIANT 6500 6/200 128MB M1-512K NOHD RM FS 16XCD	_		
E1028903-000000001-1235	Oct 21, 1998	compaq	188491-001	KIT, SPS-GUIDE, MAIN&SVC FOR TOWER PROLLANT 4500	-	_	
E1028903-000000001-1248	Oct 21, 1998	COMPAQ	169467-001	RACK TO TOWER CONVERSION KIT FOR PROLIANT 6500	7	7	
E1028903-000000001-1248	Oct 21, 1998	COMPAQ COMPUTER CORP. (SERVERS)	294013-001	REMOTE INSIGHT/PCI (LAN + MODEM)	5	5	
E1028903-000000001-1248	Oct 21, 1998	сотрад	143315-B21	COMAPQ MOUSE OPAL	20	20	
(E1028903-000000001:1248	Oct 21, 1998	compaq	242521-B21	35/70GB EXT DLT TAPE DRIVE SCSI3 W/CABLE	4	+7	
E1028903-000000001-1248	Oct 28, 1998	COMPAQ	169467-001	RACK TO TOWER CONVERSION KIT FOR PROLIANT 6500	33	33	
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	E1028903-000000001-1248	Oct 21, 1998	COMPAQ	294343-001	ENHANCED KEYBOARD OPAL	40	40		
		Oct 21, 1998	СОМРАQ	308006-001	MULTISCAN V55 15IN 13.7VIS .28MM 10X7 COLMON	44	44		
	E1028903=000000001=1248	Oct 21, 1998	compaq	241772-B21	256MB DIM KIT(4X64MB/60NS BFRD EDO DIMM)F/PROLIANT 6000 SERIES	40	40		
	E1028903-000000001-1248	Oct 21, 1998	COMPAQ	241771-B21	128 MEMORY EXPANSION KIT (4X32 DIMMS)	40	40		
	[E1028903-000000001=[248]	Oct 21, 1998	сотрад	295643-B21	SMART ARRAY 3200 CONTROLLER	44	44		
Check	Customer PO#	Date Shipped	Manufacturer Name	Manufacturer Manufacturer Name Part#	Description Qu	Ordered Sh Quantity to	Oty Shipped to Date	Notes	
	E1028903-000000001-1248		COMPAQ - SERVERS	313706-B21	9.1GB PLUGGABLE W/ULTRA 1.0IN SCSI-3 7200RPM HD	280			

								١.
<u>s</u>	E1028903-000000001-1248	Oct 21, 1998	COMPAQ - SERVERS	272577-001	4.3GB PLUGGABLE W/ULTRA 1.0IN 7200RPM SCSI-3 HD	16	16	
	E1028903-000000001-1248	Oct 21, 1998	COMPAQ SERVERS	241700-001	PROLIANT 6500 6/200 128MB M1-512K NOHD RM FS 16XCD	40	40	
<b>a</b>	E!1028903-000000001-1248	Oct 21, 1998	COMPAQ	295192-B21	DLT 35/70 TAPE CARTRIDGES (7-PACK)	6	6	**************************************
	E1028903-000000001-1248	Oct 21,	сотрад	179740-001	PROLIANT 3000 6/333 P2-333 512K 64MB MODEL 1	4	4	
Colear	©learall entry	Show Chee	Show Checked Item(s)					-
	Products Returns/Repair	Tracking	Reports	Accounting	LogOff	Home		
			FIG 31 D					

FIG. 31 D

Home
Log Off
Accounting
Reports
Tracking
isi neturns/Repair
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Tracking - Return product & Service Part Status

			es meneral relation de la colonia de la colo	
	Quote#	PRN#	Serial#	
the following fields:	Temporary Case#	RFQ#	Invoice#	Take Action
Option 1. Please input any one of the following fields:	Te	RF		
Option 1	RMA#	FO#	Asset Tag#	

If you do not have any of the above information, please click below. Option 2.

ore Search Options

2

Status

# Returns/Repair

Tracking - Return product & Service Part Status

Searching database for requested records.

3 records found. Preparing data for display.

استشسا	<u> </u>				
RMA Qty Qty Recvd	quand	10	<b></b>		
RMA Qty		10	<b>pq</b>		
Description	VIRTUAL JETPRINTER SUN SOLARIS CD-R	ZIP PLUS 100MB PPT FOR PC OR MAC W/ AUTODETECT	PROLIANT 6500 6/200 128MB M1-512K. NOHD RM FS 16XCD		
Part#	16A0194	10660	PROLIAN 6500 6/200 128MB 128MB M1-512K. NOHD R.I 16XCD		
Manufacturer	LEXMARK INTERNATIONA	IOMEGA	COMPAQ SERVERS		
Invoice#	36741	<b>17424</b>	[H7317]		
PO#	E1028903-000000001-0	E1028903-00000001=1	FI028903-000000001EI		
RMA Date	Sep 21, 1998	Sep 14, 1998	Sep 8, 1998		
RMA#	R-319558CR	R-319044CR	R-318698CR		
Check					

Take Action

Get Freight Carrier & Tracking # Ship to Address Do a New Search

Home LogOE Accounting Reports Tracking Refurns/Repair

Tracking - RMA Status

VIRTUAL JETPRINTER SUN SOLARIS CD-R. PO# E1028903-00000001-0 RMA type for this item is Credit Get Freight Carrier & Tracking #

ZIP PLUS 100MB PPT FOR PC OR MAC W/ AUTODETECT. PO# E1028903-00000001-1 RMA type for this item is Credit

PROLIANT 6500 6/200 128MB M1-512K NOHD RM FS 16XCD- PO# E1028903-00000001-1 RMA type for this item is Credit

FIG. 35

FIG. 35 A
FIG. 35 B
FIG. 35 C
FIG. 35 D

Log Off Accounting Tracking Renims/Repair Products

Tracking - Product Purchase History

Searching database. If this takes too long, please narrow down your search. Search has completed. 18 records found.

Qty	50	50	50	50	50
Description	36637-41 MOUSE MSE SER &PS/2	310-0039 Key Keyboard for Windows 95.	365-0366 INTEGRATION FEE	365-0257 DELL PLUS ROUTIN SKU	DELLPLUS SCE CONSIGNED WINDOWS 95 IMAGE FOR THE LATITUDE CP, FACTORY INSTALLED
Part#	36637-41	310-0039	365-0366	365-0257	360-7371
Manufacturer	DELL	DELL	DELL	DELL	DELL
Invoice Number	17622		[17622]	7000	255 TE
PO#	(E1028903-000000001-1221-)	FE1028903:000000001:1221	E1028903:000000001:1221	E1028903-000000001-1221	E1028903-000000001-1221
Date Shipped	Oct 5, 1998	Oct 5, 1998	Oct 5, 1998	Oct 5, 1998	Oct 5, 1998
Date Ordered	Oct 5, 1998	Oct 5, 1998	Oct 5, 1998	Oct 5, 1998	Oct 5, 1998

FIG. 35 A

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360-5087 DP CONSIGNED LABEL SCE	DELL PLUS INFO SKU MANUAL SFTWARE INSTALLATION	360-3527 INFO, PRINT LABEL LARGE	Next Business Day, Parts Delivery Service, Years 2 & 3 Included	Selectcare, Initial Year, Next Business Day On-Site Service Contract, BSC*
360-508	360-4801	360-352	900-511	900-195
DELL	DELL	DELL	DELL	DELL
17622	17622	77.622	17622	17622
E1028903-000000001-1221	E1028903-000000001-1221	[E1028903-D000000001-1221]	FE1028903-00000001-1224	E1028903-000000001-1224
Oct 5, 1998	Oct 5, 1998	Oct 5, 1998	Oct 5, 1998	Oct 5, 1998
Oct 5, 1998	Oct 5, 1998	Oct 5, 1998	Oct 5, 1998	Oct 5, 1998

FIG. 35 B

		11							
	Qty	50	20	50	50	50	50	50	œ
	Description	WIN95, W/CD all Latitude CP Factory Install	6.4 GB HD, 12.5MM, LATITUDE CP FACTORY INSTALL	20X CD ROM, INTERNAL/EXTERNAL LATITUDE CP FACTORY INSTALL	64MB, 1DIMM, EDO, LATITUDE CP FACTORY INSTALLED	Advanced Port Replicator with Monitor Stand, Lat, CP, Factory Installed	No Modem For All Dell Notebook	LATITUDE CP, M233ST, 12.1" SVGA, TFT, FACTORY INSTALLED	SPS-MEM MOD, 128MB, SDRAM
} !     :	Part#	420-0541	340-2166	313-0236	311-0342	310-4552	310-3043	220-0386	317756-001
	Manufacturer	DELL	DELL	DELL	DELL	DELL	DELL	DELL	compaq
	Invoice Number	17622	17,622	[17622]	17622	(17622)	7202	[17622]	[17630]
	PO#	E1028903_000000001_1221	[E1028903-000000001:1221]	E1028903-000000001-1221	E1028903-000000001-1221	E1028903-000000001-1221	E1028903-0000000001=1221	E1028903-000000001-1221	[E1028903-000000001-1228]
-	Date Shipped	Oct 5, 1998	Oct 5, 1998	Oct 5, 1998	Oct 5, 1998	Oct 5, 1998	Oct 5, 1998	Oct 5, 1998	Oct 5, 1998
- 4	Date Ordered	Oct 5, 1998	Oct 5, 1998	Oct 5, 1998	Oct 5, 1998	Oct 5, 1998	Oct 5, 1998	Oct 5, 1998	Oct 2, 1998

FIG. 35 C

Totals from Oct 4, 1998 to Oct 5, 1998

Total Number of POs: 2

Total Amount of Purchase: \$161,840.00

Total Number of Items Purchased: 858

Repair Tracking Reports

Accounting

FIG. 35 D



Tracking - Product Return History

select year Purchase history between: Please select month, day, year of start and end dates. select month: 🌼 🍴 😿 🖟 select day . and:

Sort By: Manufacturer Manufacturer Part#

Date
Power
Invoice#
Manufacturer Part#
Pure Note Part#

Resets

FIG. 36

WO 99/33016

64/435

FIG. 37

FIG. 37 A

FIG. 37 B

Tracking - Product Return History

Tracking

Returns/Repair

Products

Searching database for requested records. 10 records found. Preparing data for display.

RMA#	Date	Manufacturer	Part#	Description	RMA Qty	PO#	Invoice#	Buyer
R-309257CR	Apr 30, 1998	HP JETDIRECT	J3111A#ABA	JETDIRECT 600N INT ETH COMBO PRINSRVR		E1028903-000000001-0		XXXX
R-309327CR	Apr 30, 1998	нР ѕ∪РРГҮ	C4287A	HP 4MB FLASH DIMM FOR LJ4000 & LJ5000 PRINTERS	S	E1028903-00000001-0		XXXX
R-307154CR	Apr 28, 1998	IBM - CONNECTIVITY	72H3482	TURBO TR 16/4 ISA ADAPTER TYPE1 TYPE3		E1028903-000000001-0		XXXX
R-307017CR	Apr 28, 1998	BELKIN COMPONENTS	F2N028-06-GLD	F2N028-06-GLD REPLACEMENT GOLD 6 FT	-	E1028903-00000001-0		XXXX
R-306916CR	Apr 28, 1998	BELKIN COMPONENTS	F2N028-06-GLD REPLA GOLD	GOLD VGA MON REPLACEMENT GOLD 6 FT	4	E1028903-0000000001=0		XXX

FIG. 37 A

XXXX	xxxx	ANITA	ANITA	xxxx
<u> </u>	×	₹	\ \{\tau\}	×
E1028903-000000001-0	E1028903-000000001-0	E1028903-0000000001-0	E1028903-000000001-0	E1028903-0000000001-0
∞	100	_	_	-
AT/PS2 KYBD CONVRT	ETHERLINK XL ETH PCI RJ45 NIC	DESKJET 890CXI COL INKJETPR 9PPM 600DPI	SCSI PERIPH CABLE DBS0M/M 6 FT	ACCESS DEV KIT V7.0 CD W95
F2N017	3C900-TPO	C5876A#ABA	F2N966-06	0077-756
BELKIN COMPONENTS	3COM CLIENT ACCESS	HP DESK	BELKIN COMPONENTS	MICROSOFT
Apr 28, 1998	Apr 28, 1998	Apr 23, 1998	Apr 23, 1998	Apr 13, 1998
R-306885CR	R-306684CR	R-306478XSM	R-306734CR	R-305814CR

Totals from Apr 1, 1998 to May 1, 1998

Total Number of Returns: 10

Total Amount of Returns: \$13,010.00

Total Number of Items Returned: 123

FIG. 37 B

Reports

Products Returns/Repair

Tracking Reports

Accounting Logioff Home

Back Order Reports

Monthly Sales Reports

Packing Slips

RMA Reports

Shipping Reports

FIG. 38

FIG. 39

FIG. 39 A

FIG. 39 B

FIG. 39 C

Products Returns Repair Tracking Reports Accounting Log Off Home

MEGA NETWORK OPEN ORDER REPORT November 19, 1998

Company Southern California Edison	a Edison							
Attention: JOONB								
Open orders.								
PO Number - PO Date	ite - Contact							
E1028903=000000001=1084	0001=1084	7/21/98 CRAIG WILSON (626) 302-6388	26) 30	2-6388				
Manufacturer	Part#	Description	δţ	Shipped	1st Ship	Last Ship	RMAs Notes	Notes
DELL	62705	DELL 2.1 GIG HD FOR DELL LATTITUDE XPI 133 tag 73c6v		0				
PO Number - PO Date	ite - Contact							
E1028903-000000001-1012	9001-1012	6/24/98 CRAIG WILSON (626) 302-6388	26) 30	2-6388				
Manufacturer	Part#	Description	ŝ	Qty Shipped	1st Ship	Last Ship	RMAs Notes	Notes
DELL	58787	USR, DATA/FAX, 33.6 MODEM, PE SVR		0				

FIG. 39 A

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Part#   Description   Qty   Shipped   1st   Last   EOR DELL OPTIPLEX XPI   50   0	PO Number - PO Date	ite - Contact							
Part#   Description   Qty   Shipped   Ist   Last				26) 30	12-6388				
15342   INTERNAL CD ROM 32X   50   0	Manufacturer	Part#	Description	Š	Shipped		Last Ship	RMAs	Notes
35532   SVC RAILS.DR.LCHAS   50   0	DELL	15342	INTERNAL CD ROM 32X FOR DELL OPTIPLEX XPI	50	0				
- PO Date - Contact  - PO Date	DELL	35532	SVC RAILS,DR.LCHAS	50	0				
Part#   Description   Qty   Shipped   1st   Last   CRW4260TIPC   SCS1 INT CD-ROM   1   0   CRW4260TXPM   SCS1 INT CD-ROM   1   0   CRW4260TXPM   SCS1 INT CD-ROM   1   0   CRW4260TXPM   SCS1 EXT CD-ROM   1   0   CRW4260TXPM   1   0   C	.	•							
Part#   Description   Qty   Shipped   Ist   Last	TO T			26) 30	2-6388				
CRW4260TIPC   SCSI INT CD-ROM   1   0       0	Manufacturer	Part#	Description	ĝ	Shipped	1st Ship	Last Ship	RMAs Notes	Notes
- PO Date - Contact  - PO Date - PO Da	YAMAHA	CRW4260TIPC	6X/4X/2X REWRITABLE SCSI INT CD-ROM		0				
- PO Date - Contact    3.060000001-0635   5/4/98   CRAIG WILSON (626) 302-6388	YAMAHA	CRW4260TXPM	6X/4X/2X REWRITABLE SCSI EXT CD-ROM		0				
23-00000001-0635   5/4/98   CRAIG WILSON (626) 302-6388	.	•							
Part#   Description   Qty   Shipped   1st   Last   Last   Ship	E1028903-00000C			6) 302	-6388				
I0660   ZIP PLUS 100MB PPT FOR	Manufacturer	Part#	Description	δŷ	Shipped	1st Ship	Last Ship	RMAs	Notes
20.00	IOMEGA	10660	ZIP PLUS 100MB PPT FOR PC OR MAC W/ AUTODETECT		0				
· PO Date ·	PO Number - PO Date	te - Contact							

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	<u></u>

E1028903-000000	000000001-1304	11/5/98 CRAIG WILSON (626) 302-6388	26) 30	12-6388				`
Manufacturer	Part#	Description	ĝ	Qty Shipped	1st Ship	Last Ship	RMAs Notes	Notes
COMPAQ SERVERS 169470-B21	169470-B21	6/200 512K PROC OPT KIT PROLIANT 6500 7000	6	0				
COMPAQ SERVERS 241773-B21	241773-B21	512MB KIT (4X128MB DIMMS) 60NS EDO ECC PROLIANT	2	0				
COMPAQ - SERVERS	303607-B21	RACK KEYBOARD DRAWER SHELF KIT	5	0				
COMPAQ COMPUTER CORP. 294013-001 (SERVERS)	294013-001	REMOTE INSIGHT/PCI (LAN + MODEM)	13	0				

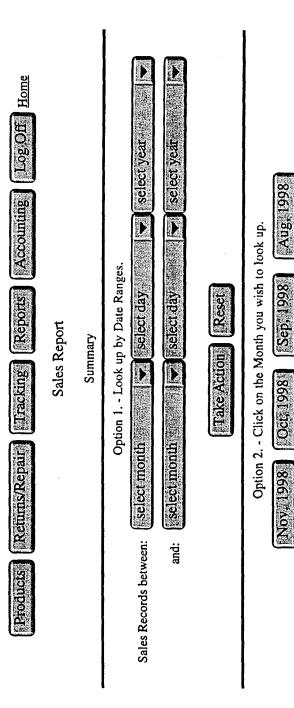


FIG. 40

Aug, 1998

Sep. 1998

Oct. 1998

Dec, 1997

Tan, 1998

Feb, 1998

Mar, 1998

Apr. 1998

May, 1998

Jun, 1998

Tul, 1998

FIG. 41

FIG. 41 A
FIG. 41 B
FIG. 41 C
FIG. 41 D

Products Returns/Repair Tracking

Sales Report - Oct 23, 1998 - Oct 25, 1998

	<del></del>		-							
`	Number of Times Ordered	1	1	1	1	1	-	1	-	
	Average Unit Cost	1,918	1,495	0	0	46	0	0	0	0
	Total Cost	57,540	149,500	0	0	1,380	0	0	0	0
	Total Quantity	30	100	100	100	30	100	30	30	100
Summary	Description	LATITUDE CP, M233ST, 12.1" SVGA, TFT, FACTORY INSTALLED	DELL P6400GX1/MT+ BASE(100MHZ FSB)W/4MB INTEG VIDEO MEMORY & AUDIO, 512K CACHE	MICROSOFT SYSTEM MOUSE	PERFORMANCE 104 KEY KEYBOARD FOR WINDOWS 95 FACTORY INSTALL	Performance 104 Key Keyboard for Windows 95. Customer Install	REDUCED DOCUMENTATION FOR GXaEM/GNL SYSTEMS, FACTORY INSTALL	No Modem For All Dell Notebook	64MB, IDIMM, EDO, LATITUDE CP FACTORY INSTALLED	64MB, NON-ECC, SDRAM, 1 DIMM, 100MHZ, GXI, 350+ MHZ
	Part Number	220-0386	220-0501	310-0019	310-0038	310-0039	310-2268	310-3043	311-0342	311-0509
	Manufacturer	DELL	DELL	DELL	DELL	DELL	DELL	DELL	DELL	DELL

	0	0	0	0	0	0	0	0	0	0	0	0	31
	0	0	0	0	0	0	0	0	0	0	0	0	930
	100	30	100	100	100	100	30	30	30	30	30	30	30
	64MB, NON-ECC,SDRAM, 1 DIMM, UPGRADE, GX1, 350+MHZ, FACTORY INSTALL	20X CD ROM, INTERNAL/EXTERNAL LATITUDE CP FACTORY INSTALL	14-32X CD ROM, IDE, FACTORY INSTALL	MONITOR OPTION-NONE	3.5" 1.44MB FLOPPY DRIVE, FACTORY INSTALL	6.4GB IDE HARD DRIVE, GX1, M/T, 350+ MHZ, FACTORY INSTALL	6.4 GB HD, 12.5MM, LATITUDE CP FACTORY INSTALL	DELL PLUS INFO, PRINT LABEL LARGE	DELL PLUS INFO SKU MANUAL SFTWARE INSTALLATION	DP CONSIGNED LABEL SCE	DELLPLUS SCE CONSIGNED WINDOWS 95 IMAGE FOR THE LATITUDE CP, FACTORY INSTALLED	DELL PLUS ROUTIN SKU	DELL INTEGRATION FEE
	311-0515	313-0236	313-0524	320-3316	340-0701	340-0740	340-2166	360-3527	360-4801	360-5087	360-7371	365-0257	365-0366
	DELL	DELL	DELL	DELL	DELL	DELL	DELL	DELL	DELL	DELL	DELL	DELL	DELL

FIG. 41 B

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	7,					
-	1	1		1		1
0	0	0	0	0	0	0
0	0	0	0	0	0	0
100	30	100	100	100	100	30
FAT32, FILE SYSTEM, WINDOWS '9X, FACTORY INSTALL	WIN95, W/CD all Latitude CP Factory Install	WINDOWS '95 CD ROM, OSR 2.1, FACTORY INSTALL	Active Expansion Riser for GXiMT Systems, 3 PCI/2 Shared/2 ISA Wake up on Lan	SELECTCARE, NEXT BUSINESS DAY ON-SITE SERVICE , INITIAL YEAR, WANG	SELECTCARE, NEXT BUSINESS DAY, ON-SITE SERVICE, 2 YEAT EXTENDED, WANG	Selectcare, Initial Year, Next Business Day On-Site Service Contract, BSC*
420-0137	420-0541	420-6108	430-0118	900-1730	900-1732	900-1950
DELL	DELL	DELL	DELL	DELL	DELL	DELL

PO Number         Po Date Shipped Products Shipped Shipped Shipped Shipped Shipped Shipped Shipped Shipped Shipped I 10/23/98         Last Date Products Shipped Shipped Shipped Shipped I 11/4/98         Total Amount Amount Shipped Shipped Shipped Shipped Shipped I 11/4/98         Tomplete Shipped S	Status	s of each Purchase	Status of each Purchase Order for this Period		
10/23/98   11/4/98   Complete	PO Number	PO Date	Last Date Products Shipped	Status	Total Amount
10/23/98   11/4/98   Complete   Grand Total:	[E1028903-000000001:1299]	10/23/98	11/4/98	Complete	956,99
Grand Total:  Number of Orders:	E1028903=000000001=1298	10/23/98	11/4/98	Complete	166,833
					233,790
	For the Period be	etween: Oct 23, 199	98 and Oct 25, 1998		2

Option 1 Look up by Date Ranges.	ween: select month =	and: select month select day	Take Action Reset
	Sales Records between:		

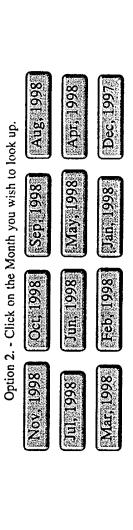


FIG. 41 D

g ILOGOTT Home				
Tracking Reports Accounting PACKING SLIPS Search Options	Option 2. Serial	Option 4. PO Number:	Option 6. Number:	Submit
Products. Returns/Repair	Option 1. Asset Tag	Option 3. Invoice Number:	Option 5. Number:	

Option 7. Please click on the month of the approximate ship date



FIG. 42

Accountings PACKING SLIPS for the month of Oct, 1998 PO Number Reports Tracking Returns/Repair Packing Slip#

105004

Part number 317756-001

SPS-MEM MOD, 128MB, SDRAM * RETURNS SUBJECT TO RESTOCKING FEE *

Ground

Charles Wong

MEGA N	MEGA NETWORK PACKING SLIP	CING SLIP				No.	No. 17630
785 Palom	ar Avenue, Sunnyval	785 Palomar Avenue, Sunnyvale, CA 94086 Phone (408) 730-9138 Fax (408) 720-1293	(408) 730-913	18 Fax (408	) 720-1293	Oct 5, 1998	1998
	RETURNS A WITH	RETURNS ALLOWED WITHIN 20 DAYS OF 10/5/98 WITH AUTHORIZED RMA NUMBER	N 20 DAYS MA NUM	OF 10/5/9 3ER	8	M98-	M98-28462
For:	SOUTHERN CAL	SOUTHERN CALIFORNIA EDISON					
PO Num:	E1028903-000000001-1228	001-1228					
Bill To:	SOUTHERN CALIFORNIA E 2244 WALNUT GROVE AVI Rosemead, CA 91770 Att: ACCOUNTS PAYABLE	SOUTHERN CALIFORNIA EDISON 2244 WALNUT GROVE AVE., RM#210 Rosemead, CA 91770 Att: ACCOUNTS PAYABLE	Ship To:		SOUTHERN CALIFORNIA EDISON 501 S. MARENGO ST BLDG D, SMART#105004 Alhambra, CA 91803 Att: BANCTEC	RNIA EI F 15004	NOSIO
Contact:	CRAIG WILSON (626) 302-6388	(626) 302-6388	PO Num:	ım: E1028	E1028903-000000001-1228	1228	
Sales Person	u,	Ship Via	Term	FOB	RFQ PID		PRN

FIG. 44

45
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H

FIG. 45A	FIG. 45B	FIG. 45C
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	0,	Sales		CSR		Acct.	ìt.	Supervisor	visor	Mg	Mgnt.
		<u> </u>	A U	,	A	n	А	U	А	n	Α
1. Add names.		· \	\ \ \		^	^	^	^	^	۸	^
2. Delete/change names.	۸	-	۸		0	>	0	>	0	>	>
3. Authority to post own quotes.	+	+	.+	+		+	+	+	٨	+	>
4. Authority to post others' quotes.	+	+	+	+		+	+	+	+	-1-	>
5. Authority to track own sales status.	+	^	+	۸		+	۸	+	٨	+	>
6. Authority to track own RMA status.	+	^	+	Λ		+	^	+	^	+	^
7. Authority to track own sales history.	+	<u> </u>	+	^		+	^	+	۸	+	>
8. Authority to track own RMA history.	+	>	+	^		+	^	+	^	+	>
	_	_		_	-	$\vdash$	-	T			

## FIG.45A

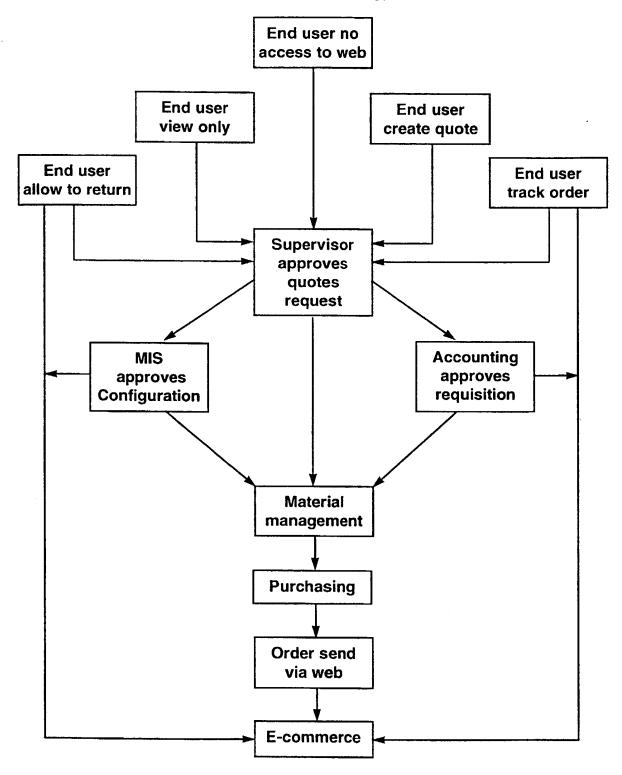
FIG.45B

19. Default maximum PO		<u></u>									
\$ amount.	z	+	+	+	+	+	+	+	+	>	>
(Send alert & stop MWS posting)											
20. Authority to use credit card purchase	N	+	+	+	+	+	+	+	+	۸	>

N = Blocked view, only management has view.
+ = Add, but cannot activate web acitivity.
v = Add, and activate web activity.
O = Block out, not applicable.

## **FIG.45C**

Typical Lineage (Authority) Tree



**FIG.46** 

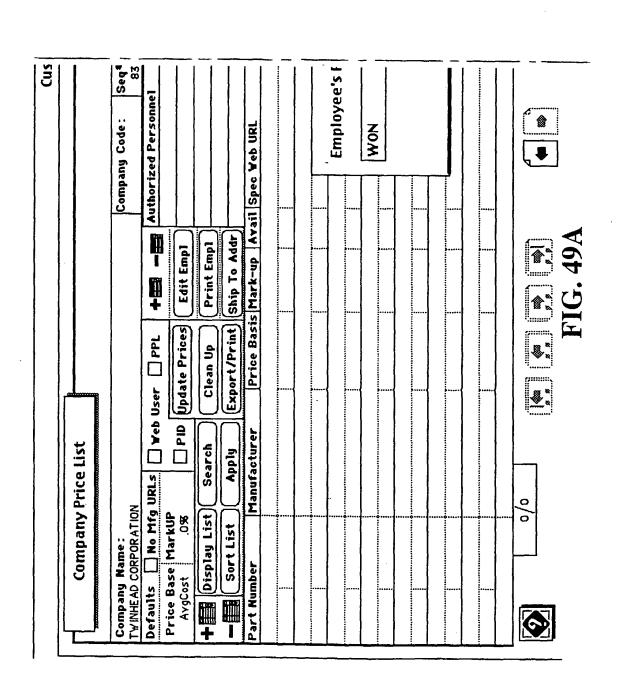
Company Code: Seq & Seq	: Modify Record	12:00 AM	Sales Rep Code:	LOUIS LUCCHESI	Keywords				ith PID Promise	cents to dance	is days.	FOB: Orig	No FOB Adj	City	Milpitas	Milpitas	•	Add	
Fax: (408) 945- 1080  BX115 Phone 2: AD CORPORATION ENTRE POINTE DR. S, CA 95035  on: Melody Chen  w is the same as address in grey box above.  Contact Address 1  N Chen 1537 CENTRI N	Customers:		Company Code: Seq#: 833	107		<b>() +</b> 1	ÇIIC			-		Instal Price: On Site Def:	45.00		POINTE DR.				
me: ORPORATION lody Chen ne 1: (408) 945- 0808X115 sany Address TWINHEAD CORPORAT 1537 CENTRE POINTE to Milpitas, CA 95035 Attention: Melody Che WS Company name CovinHEAD CORPORATION CHAINHEAD CORPO				Fax: (408) 945- 1080	Phone 2:	<b>≒</b> α		customer is used on an MWS.					as address in grey box above.					$\Box$	<b>A</b> .
		ners	me : ORPORATION	lodu Chen	<b>≅</b>	ny Address				-			Comp address below is the same		RPORATION				

FIG. 47

	Sales Rep Code: LOU, LECCHE	Employee Num Buy Req EndU RMA Ac					***************************************						)
	Company Code: Seq#: 833	Authorized Personnel Em				Avail Spec Yeb URL							
		·v ====+	Edit Emp1	Print Empl	Ship To Addr	_							
		User   PPL	PID Update Prices	Clean Up	Export/Print	Price Basis Mark-up	-		<b>1</b> !""			**************************************	
Company Price List	NO	No Mfg URLs 🔲 Web Us		t) Search	Apply	Manufacturer		-				0/0	
Company Price List	Company Name: TWINHEAD CORPORATION	Defaults 🔲 No Mf	Price Base MarkUP AvgCost	+ Display List	Sort List	Part Number							

Fig. 49

Fig.49A	Fig.49B



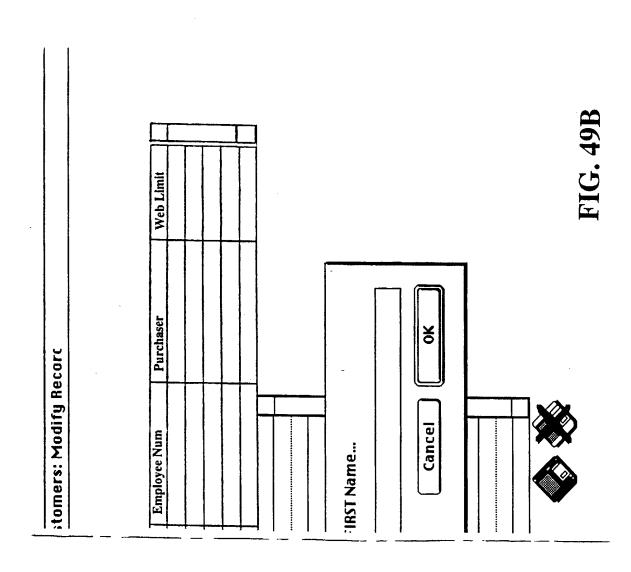
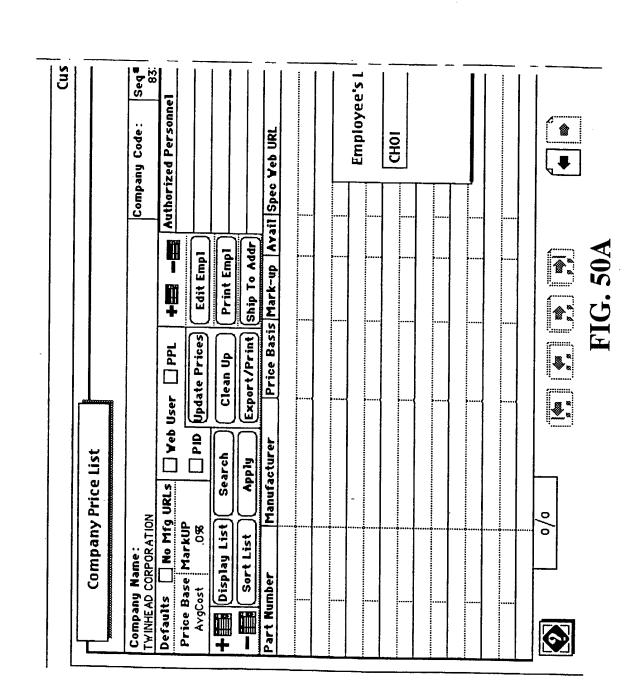


Fig. 50

Fig.50A	Fig.50B



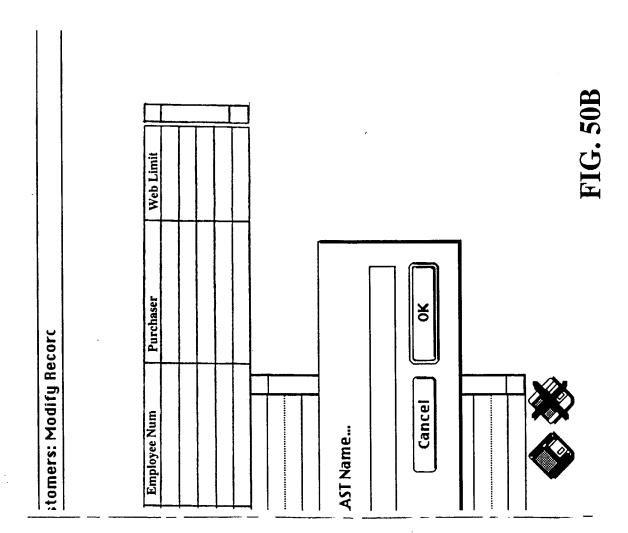
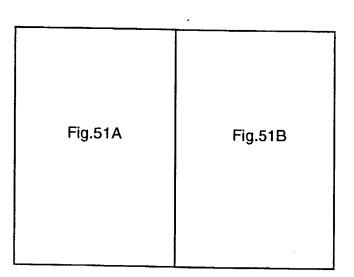


Fig.51



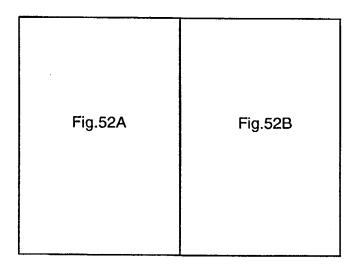
Company  Name: CORPORAT No Mfg MarkUP Company Company No Mfg MarkUP Company Co	ION URLs	List	Update	eb User	+ Edit Er	
O CORPORAT  No Mfg MarkUP  .0%  Display List	URLs Se	varch	Update		+==	-=:
No Mfg MarkUP t .0% Display List	URLs Se	earch )	Update		+==	-=
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i Display List	⟨;===	arch		e Prices	II CALLE	
	⟨;===	arch ]			Edit El	np1
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**FIG. 51A** 

Won Choi's Employee number (leave blank to generate a number)  Cancel OK	Company Code:	Seq#	ode:	
Won Choi's Employee number (leave blank to generate a number)	athorized Per		 Purchaser	Yeb Limit
Won Choi's Employee number (leave blank to generate a number)				
Won Choi's Employee number (leave blank to generate a number)				
Won Choi's Employee number (leave blank to generate a number)				
to generate a number)	Spec Yeb UF	RL.		

**FIG. 51B** 

Fig. 52

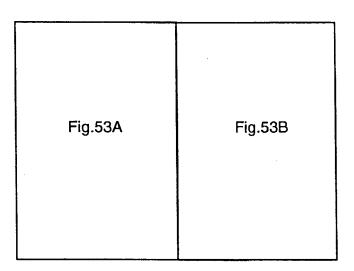


	y Name:	nn						Compan	y Ca
Default	s No Mf	g URLs	□¥eb	User 🔲 P	PL	+= -	A	uthoriz	ed Po
Price I AvgC	B <b>ase MarkU</b> ost .0%		☐ PID	Update Pr	ices	Edit Empl			
+=	Display Lis	t) Se	arch	Clean U	p	Print Emp	Ū		
-6	Sort List		pply	Export/P	rint	Ship To Ad	dr) -		
Part Nu	ımber	Manuf	acturer	Price	Basis	Mark-up	Avai	I Spec	<b>V</b> eb
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		•						•	

**FIG. 52A** 

e: Seq*: Sales Rep Code:  Sonnel Employee Num Purchaser Web Limit  ON CHOI authorized to make web purchases? If ne/she will be able to create but NOT SUBMIT quotes.  Ancel No Yes	Cus	tomers: Modify I	Recorc	
ON CHOI authorized to make web purchases? If ne/she will be able to create but NOT SUBMIT quotes.				
ON CHOI authorized to make web purchases? If e/she will be able to create but NOT SUBMIT quotes.	onnel		Purchaser	Web Limit
N CHOI authorized to make web purchases? If e/she will be able to create but NOT SUBMIT uotes.				
N CHOI authorized to make web purchases? If e/she will be able to create but NOT SUBMIT uotes.				
N CHOI authorized to make web purchases? If e/she will be able to create but NOT SUBMIT puotes.				
N CHOI authorized to make web purchases? If e/she will be able to create but NOT SUBMIT puotes.				
e/she will be able to create but NOT SUBMIT puotes.				
e/she will be able to create but NOT SUBMIT puotes.	***************************************			
incel No Yes	e/she wi			
	ncel	No	Yes	

Fig. 53



	y Name: D CORPORATIO			<del></del>					any Co
****************	s 🔲 No Mf Base MarkUi				PPL	+= -	-==	Author	ized P
AvgC			PID	Upda	te Prices	Edit Em	pl )		
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	Sort List	)(	pply	Exp	ort/Print)	Ship To	Addr		
art Nu	mber	Manuf	acturer		Price Basi	s Mark-up	AY	ail Spec	; Yeb
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	**************				:	:	•		
		ļ	<del></del>	<del></del>					

FIG. 53A

Seq* 833 50nnel			
833	LOU LECCHE		
Soune 1		Purchaser	Web Limit
	YON CHOI's purchas		
	Cancel	OK OK	

FIG. 53B

Fig. 54

Fig.54A	Fig.54B

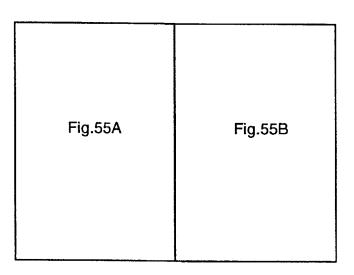
TWINHE A	ny Name:  D CORPORATIO		<b>—</b>				 Company Co
	s No Mfe Base MarkUF ost .0%	•	)		☐ PPL	# Edit I	
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Part Nu	<u> </u>		acturer		Price Basi		ail Spec
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*************							
					·		 

**FIG. 54A** 

Cu	stomers: Modify R	ecorc	<del> </del>
sonnel	Employee Num	Purchaser	Web Limit
Iser Nam	ie: WON CHOI		
	1: MNp1257		
asswor	d: NWF16205		
		ОК	
<i>9</i> ⁱ			

**FIG. 54B** 

Fig. 55

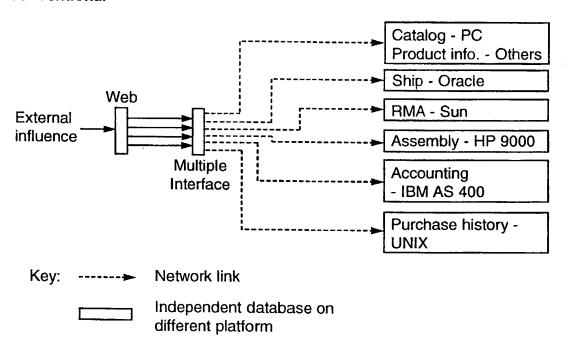


Com	pany Price List				
Company Name WINHEAD CORPO				<del>77</del>	Company Cod
	lo Mfg URLs	reb User PP	+=	_===	Authorized Pe YON CHOI
AvgCost	.0%	Update Pric	es Edit	Empl	
<b>Displa</b>	y List Search	Clean Up	Print	Emp1	
- Sort	List Apply	Export/Pri	nt Ship T	o Addr	·
art Number	Manufactur	er Price B	asis Mark	-up Ava	il Spec <b>Y</b> eb U
		······································		<u>`</u>	***************************************
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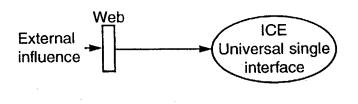
Eu:	stomers: Modify R	ecorc =====		
Seq ⁴	Sales Rep Code:			
onnel	Employee Num	Purchaser	Web Limit	7
	4		lLlL_	L
•				

**FIG. 55B** 

## Conventional

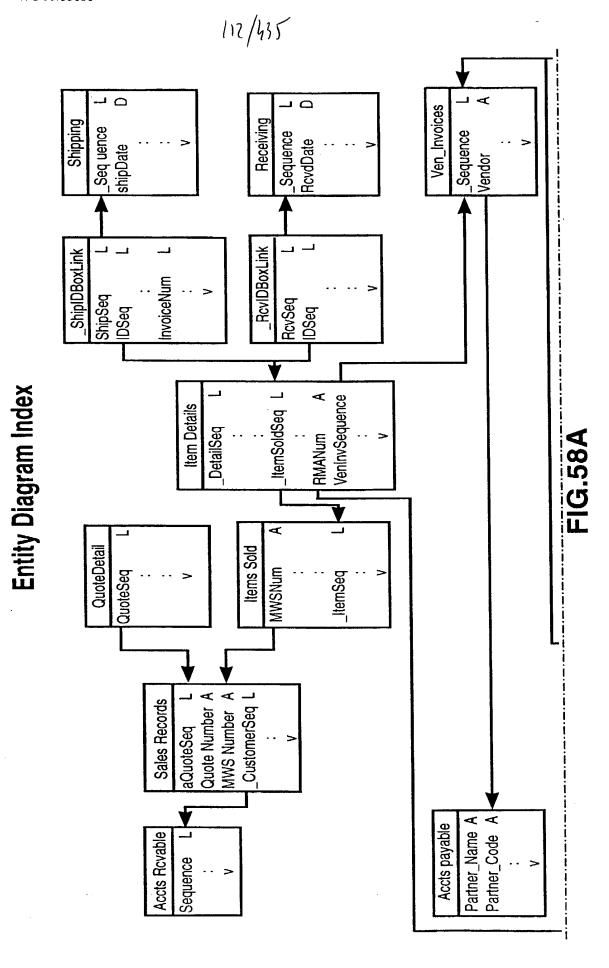


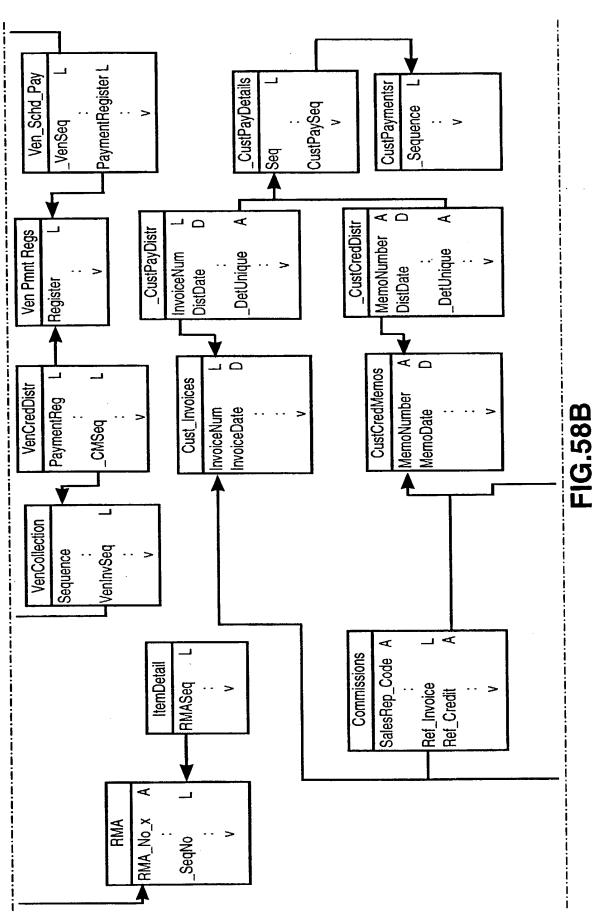
## ICE



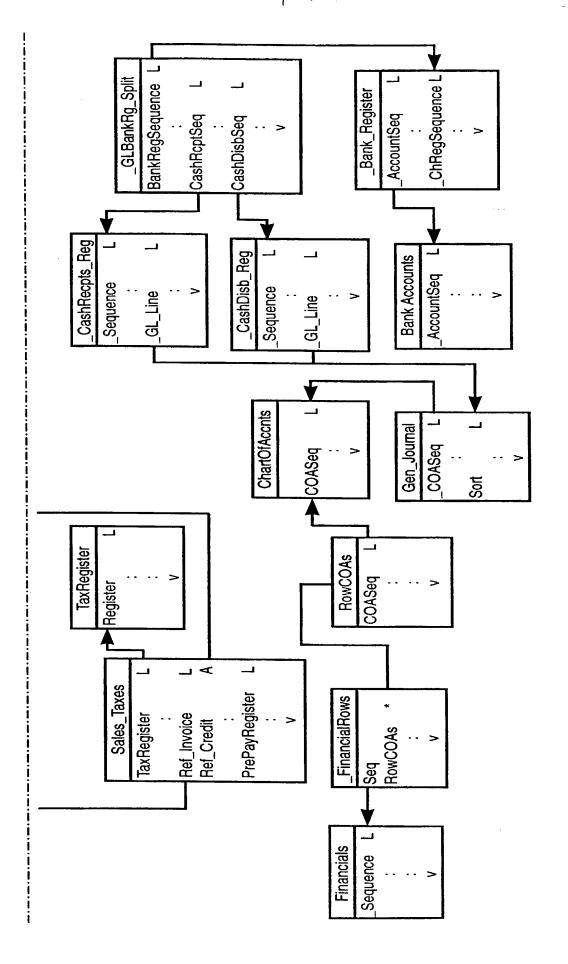
Independent database on different platform

Fig. 58









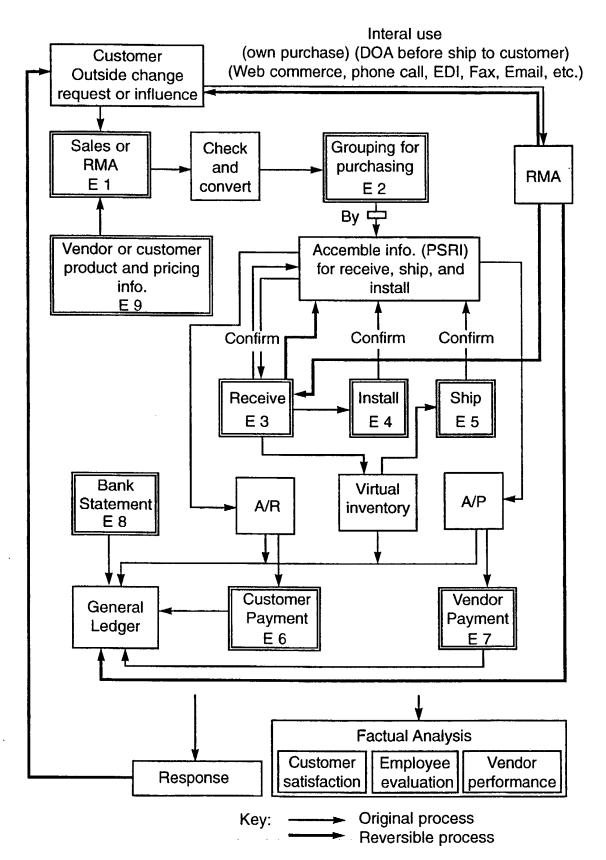


FIG. 59

Fig. 60

Fig.60A	Fig.60C
Fig.60B	Fig.60D

MWS No. date	Status	Customer	¥ Cust	SRep	¥ RMA No.
097-24525 5/22/97 Keith. 888		FIRST DEPOSIT KURT KIKKERT (415) 222-7512 (415) 222-7988	Partia10K NA	KeithS	14
Q97-24526 5/22/97 David.111		UC Berkeley RONALD GRIFFITH (510) -642-1774 (510) -643-9117	NoPartial 774 TP0218	DAVID.L	-
Q97-24524 5/22/97 Curtis.111		SRI INTERNATIONAL KAREN MIXER (415) 859-2488 (415) 859-4812	NoPartial TP0221	CURTIS.L	6
<b>M97-24912</b> Q97-24527 5/29/97 denni <i>s</i> baker	Sh	ipped UNION BANK OF CALIFORNIA LOS ANINoPartial 5/30/97 DENNIS BAKER(415)296-6576 (415) 296-6568 6310008926	AN(NoPartial 6310008926	CURTIS.L Customer \$193 11.3%	
<b>M97-24897</b> Q97-24528 5/23/97 Nemegio.ccc	rs L	ipped   FIRST DEPOSIT 5/29/97 KURT KIKKERT (415) 222-7512 (415) 222-7988 20169-44952-38041	•	KeithS Customer \$85 26.9%	
<b>M97-24913</b> 097-24529 5/29/97 dennis baker	Shi	ipped UNION BANK OF CALIFORNIA LOS AN(NoPartia) 5/30/97 DENNIS BRKER(415)296–6576 (415) 296–6568		CURTIS.L Customer \$193, 11.3%	1
097-24530 5/23/97 Sejin Han	WebQuote 5/30/97	ORACLE	NoPartial	KeithS	2
<b>M97-24964</b> Q97-24532 6/18/97 denniø baker	Shipped 6/30/97	UNION BANK OF CALIFORNIA LOS DENNIS BAKER (415)296-6576 (415) 296-6568		CURTIS.L Customer \$36,379 6.18	44
M97-24898 097-24533 5/23/97 Nemesio.ccc	Shipped 5/28/97	FIRST DEPOSIT TONY 415-222-7684 (415) 222-7903	NoPartial 20201-43784-N •	KeithS Customer \$147 26.88	
Q97-24534 5/23/97 Curtis.111		Gasonics International NoPartial JENNIFER WHEELER (408 > 570-7313 (408 > 570-7313 NA	NoPartial 113 NA	CURTIS.L	4

**FIG. 60A** 

007-24521 5 /22 /07	CHEVRON INFORMATION TECHNOLOGNOPartial		RJ.CASTRO	2	
Richard. ccc	(510) 328-1710 TPC	TP0223			
20 Ship	UC Ber		DAVID.L	2	
097-24536 6/2/97 6,	6/5/97 JOYCE HOLTER (510) 642-0881	Customer	er o	7	
	RATION		ASTRO	5	
097-24535 5/23/97					
Richard, acc		TP0224			
5	J FIRST DEPOSIT NoPartial	tial	KeithS	-	
097-24537 5/23/97 5/3	(415) 222-7677	Customer		-	
Иете <i>в</i> 10. ссс	(415) 222-7903 20202-33840-37991	991 • \$227	17.28		
	FIRST DEPOSIT NoPartial		CURTIS.L	6	
097-24538 5/23/97	A (510) 227-5098				
Keith. 888	(510) -416-5016	NA.			
M97-24919 Shipped	I SIGN CLASSICS NoPartial		DAVEWALLA	1	
097-24539 6/2/97 6/	<u>-</u> 26/	Customer	<u>.</u>		***
Dave, www	(408) 298-3177 Uerbal		7.28		
Shi	UNION		CURT IS.L	5	
26/	8/5/97 LINDA CHEUNG (415) 291-4311	Customer	<u>.</u>	20	
_ _	(415) 765-2030 6310008944	•	27.48		
	FIRST DEPOSIT NoPartial		KeithS	4	
097-24541 5/23/97	TONY 415-222-7684				
Nemesio.ccc	(415) -2227903	¥.			
Shi	FIRST DEPOSIT NoPartial		KeithS	2	
097-24542 5/27/97 6/ Nemeaio.ccc	6/5/97 T0NV 415-222-7684 (415) -2227903 20204-43301-N	Customer -N \$360	16.8%	2	
P   Past Dsp1		Ą			Options
Inlock Sort	Sets Searches New Records	Return Relat	RelatedSwitch Quic	QuickSwitch Upo	Update (1)

FIG. 60B

Sales-MIJ AVS No. date Comments Cancel	Q97-24525 5/22/97 N30 Good quote	Q97-24526 5/22/97   Good quote	097-24524 5/22/97 	M97-24912   ETA: AS SOON AS POSSIBLE: WEB PO   097-24527 5/29/97     Good quote   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   100   10	<b>M97-24897</b> ETA: 05 097-24528 5/23/97 N30	M97-24913   ETA: AS SOON AS POSSIBLE:   Q97-24529 5/29/97   Good quote   Good substitution   Good substi	Q97-24530 5/23/97	M97-24532 6/18/97   ETA: 06/30/97: LINE 2 AND LINE 5 HAVE AN 8 Q97-24532 6/18/97   Good quote	M97-24838 ETA: 05/28/97 097-24533 5/23/97 N30 (Good guote	097-24534 5/23/97    Good quote
----------------------------------------	-------------------------------------	--------------------------------	-----------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------	--------------------------------------------------------------------------------------------------	-----------------------------------------------------------------	---------------------------------

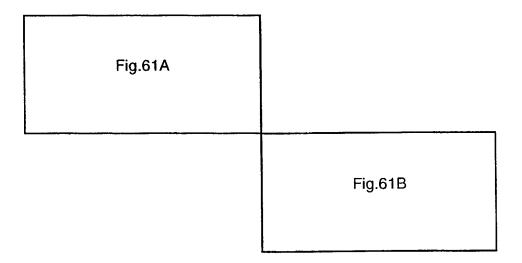
FIG. 60C

Q97-24531 5/23/97    Good quote   DUE ON RECE   Good quote   M97-24920   D6/09/97 FROM DAVIDKIM IF AWARDED THE   Q97-24536 6/2/97	Q97-24535 5/23/97 Good quote	M97-24899   ETA: 05/28/97   Q97-24537 5/23/97   Good quote	Q97-24538 5/23/97   Good quote	M97-24919   Do Not Drop Ship Dave will Deliver with his truc Q97-24539 6/2/97    Good guote	<b>47</b> 6/1.1/97	Q97-24541 5/23/97     Good quote	M97-24901 eta: 05/30/97   Q97-24542 5/27/97   Good quote	
-----------------------------------------------------------------------------------------------------------------------------------	------------------------------	------------------------------------------------------------	--------------------------------	------------------------------------------------------------------------------------------------	-----------------------	----------------------------------	----------------------------------------------------------	--

FIG. 60D

Clear on Set Order

Fig. 61



	<del>,</del>	_					-												
12:00 AM	Fax (415) 222-7988		ORP INC.	VING	A 94105 GRAUMANN	us leach-PRICE-extnd 42	128.00	128.00	CstExp6/6/97	CstExp	CstExp ↔	128.00	10.88		138.88				
M97-24922 SHIPPED Customer 12:00 AM	Contact person & Phone No. Notes KURT KIKKERT (415) 222-7512	Ship to:	PROVIDIAN BANCORP, INC.	150 SPEAR ST 2nd FLOOR RECEIVING	San Francisco, CA 94105 Att: SYSTEMS/T. GRAUMANN	Pur-Cos		118.9/1 Shipd	Shpd 1	. PalyS	Shpd	Sub-Total	Tax @ 8.5%	Installation	Total (+ ship & handling)		Print MYS	Show Quote	Cancel MWS
M97-24922 SHII	Contact pers		PROVIDIAN BANCORP, INC.	PD BOX191827 San Francisco, CA 94119-1827	Att: PURCHASING	-Manfetr -Manfet Part# V-Pt#-ShTyp-PIt-MC Qty-W	237482 1	3.06	Revd 1 6/6/97	Revd	Revd	Reset	Line count= 1 T	5.90	Commission 1.24 T	Sup Commission .06		 	d (Availability)
SHIPPED Customer		No Partial Bill To:	PROV	PRN PID RFQ San Fr			ž ž	THINKP 6663541	6/6/97 Ord/AI#23-19990	Ord/A1#	Ord/A1#	Notes & Comments Systs	MUGs	SMar	Con	Sup NEMESIOC Sup Cor	RMA	Edit RMA	Cuppoard
IS 26/E/9	Company FIRST DEPOSIT	Customer PO No.	20228-44035-N	FOB Terms	S	Itm Description (red=no	1 AC ADAPTER (50W) 355 360 700 720 7	IBM (CPU'S AND THINKE	Det Ordrd 1	Ordra	Ordrd	Read Comments.		AP Voucher #	Completed	Sales Rep. CURTIS.L	To the second se	Edi	

FIG. 61A

	Q97-24520 M97-24922 5/22/97 G/3497
Company	Contact person & Phone No.
רואטו עברטטוו	NUKI NINNEKI (413) 222-7312
Customer notes (do not appear on MYS)	Motes that fit in box vill fit on printouts of quotes. Customer notes only print out on quotes.
MWS comments (do not appear on Quotes) Reviewd ETA: 06/06/97	Reviewd by Nemesio.ccc Temporary notes
Comments that fit in box vill fit on printouts of MYS. MYS comments only print out on MYS.	
Shipping notes	Backup notes

**FIG. 61B** 

Fig. 62

Fig.62A	Fig.62B
Fig.62C	Fig.62D

	Products: 180/19 of 180	<u> </u>
<ul> <li>new product or special offer</li> </ul>	Deal	Dealer price
Description Ven Ven Part No.   Media Cd   Platform   Manufacturer	anufacturer Mfct Part No.	No.
CEL GRAPHICS AGS00-010	WYLE LABORATORY AG500-010	:
TRA VL/4	ADMOR MEMORY LTD ADH16-3647	
32MB F/HP 0MINBOOK 5000	ADMOR MEMORY LTD ADH32-1136	
C/POWERPC DISK/CD * DROP SH	IIP ONLY TO BRANCH #0091 ** DOUGLAS STEWART COMPAN 23702	
ADE FOR WIN S.1.1 *SERIAL NUI	YBER REQUIRED.* ADOBE SYSTEMS, INC.   2791-0017	:
8MB LP486 SIMM KIT W/GOLD LEAD Cmpind AMG-B7040	ATLANTIC MEMORY GROUP II 10170040	
1.P 486 W/GOLD LEAD	ATLANTIC MEMORY GROUP III 10170050	
WITH TIN TEAD	ATLANTIC MEMORY GROUP II 10170100	
8MB CLASSIC R+ MODULE Cmplnd AMG -87222	ATLANTIC MEMORY GROUP II 10170222	
R DUAL RJ11	ANGIA CORPORATION SJADP	
BOARD W/CABLE, ISA	AMERICAN POWER CONVERSI AP9500	

FIG. 62A

<u> </u>	<b>1</b>	1				***************************************			***************************************			***************************************	
80719 (3dies-14th					1	}	!	<b>!</b>	\	ţ	ţ	1	
			⊠ Distinct	🛚 Distinct	∑ Distinct	∑ Distinet	∑ Distinct	∑ Distinct	∑ Distinct	∑ Distinct	∑ Distinct	∑ Distinct	∑ Distinct
		Base Price	2,804.95 Import	105.34 Import	275.88 Import	182.53 Import	199.64 Import	110.35 Import	300.96 Import	90.29 Import	75.24 Import	12.04 Import	46.15 Import
100	ler markup	Retail Price	3,495.00	149.00 12/1/96	349.00	279.00	205.00 12/1/96	170.00	465.00 12/1/96	139.00	115.00	19.00	89.00
DO ( 12 (20	is include reseller markup	Dealer Price	2,889.09	108.50	284.15	188.00	202.62	113.66	309.98	92.99	77.49	12.40	47.53

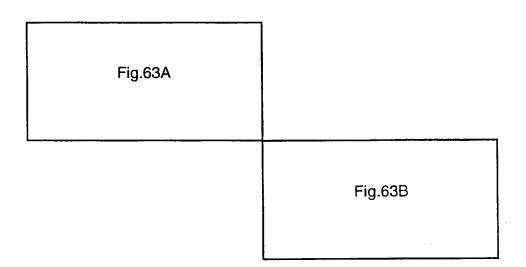
E CABLE MICRO CHANNEL	C -C678U   AMERICAN POWER CONVERSI; AP940-0012	ASTERS	: -H0006 AMERICAN POWER CONVERSI MXA006	SURGE MOD P7, 7 DUTLETS, 3.5' CORD UL1449 (400Y) CSA APPROYED, 15 AMP	NOTEBOOK SURGE PROTECTOR RJ11 CORD	: -H0008 AMERICAN POWER CONVERSI PNOTE1	PROTECTNET NETWORK SURGE PROTECTOR ETHERNET 10BASE-T	: -H0010 AMERICAN POWER CONVERSI P10BT	INT BRACKET	-H0013 AP013	TELEPHONE/MODEM PROTECT/NET DATA LINE SURGE SUPPRESSION	-HOD14 AMERICAN POWER CONVERSI PTEL1-4		72 DK3 (IBM PC 01 COMMUNI 21-001392	JR WORKGROUPS	42 DK3 [IBM PC   01 COMMUNI   21-001892	Sort Verse Sets Search Clipboard New Records Return QuickSwitch
NOVELL INTERFACE C	Cmpind APC -C678U	MATRIX CASTERS	CmpInd APC -H0006	SURGE MOD P7, 7 0U Cmplnd APC -H0007	NOTEBOOK SURGE PRO	CmpInd APC -H0008	PROTECTNET NETWOR	Cmplnd APC -H0010	WALLMOUNT BRACKET	Cmplnd APC -H0013	TELEPHONE/MODEM!	CmpInd APC -H0014	01/FAX	Merisel 25472	01/FAX FOR WORKGROUPS	Merisel 25842	Sort

## FIG. 62C

	170

∑ Distinct	⊠ Distinet	⊠ Distinct	∑ Distinct	⊠ Distinct	🛛 Distinet	∑ Distinct	⊠ Distinct	⊠ Distinct	
20.06 Import	69.22 Import	6.02 Import	11.04 Import	16.05 Import	19.06 Import	45.14 Import	36.82 Import	230.34 Import	
39.00	106.00	14.99	29.99	39.95	29.00	89.99 12/1/26	79.00	3/15/97	
20.66	71.29	6.20	11.37	16.53	19.63	46.49	36.82	230.34	

Fig. 63



		707		
	Cancel MWS	rd Availability	Clipboard	Edit RM
	Sho <b>▼</b> Quote			
	Print MYS			
		Sup Commission	Sup Co	Sales Rep. Pat S
61.70	Total (+ ship & handling)	Commission 5.23	1/1/93 Co	Completed
	Installation		SMar	AP Voucher #
4.70	Tax @ 6.25%	Line count= 1	n MWS MUGs	MN Invoice # 01d System
57.00	Sub-Total	Reset	Notes & Comments Systs	SN
CstExp ↔	Shpd	Revd	Ord/Al#	Ordrd
CstExp	Shpd	Revd	Ord/Al#	Ordrd
Cst	Shpd 1 3/22/93	Revd 1 3/22/93	3	∑Det Ordrd 1 6/3
Freight Free	20/90		E S: 930USDM360X	OUARTERDECK OFFICE
57.00	53.97 Shipd	MicroD MN each		1 IDEMM 386 V6.U SINGLE 1-DUC
atus	/Pur-Cost-Sis mrgin-st	/-Pt#-ShTyp-P1t-MC Qty-W	-Manfetr -Manfet Part# V-Pt#-ShTyp-P1t-MC	Itm Description (red=nof
y Binkhorst	Attention: Gerry Binkhorst	Attention: Christina Kennedy	Attent	Items Ship Via UPS
4 95052	.c. 500   Santa Clara, CA 95052	r.u. box bor rz Santa Clara, CA 95052	0	Orig N3O
pressway	800 Central Expressway	800 Central Expressway P.O. Rox 58112	PRN PID RFQ 800 C	FOB Terms CC PA
YSTEMS, INC.	FUJITSU-ICL SYSTEMS, INC.	FUJITSU-ICL SYSTEMS, INC.	FUJIT	11613
	Ship to:	:	No Partial Bill To:	Customer PO No.
	Gerry Binkhorst (408) 982-3350	Gerry Bink	INC.	FUJITSU-ICL SYSTEMS, I
,				
12.00 AM	SHIPPED Customer	M-03000 SHI	ED Customer	19/20/02 SHIPPE
	<b>Quote</b>			

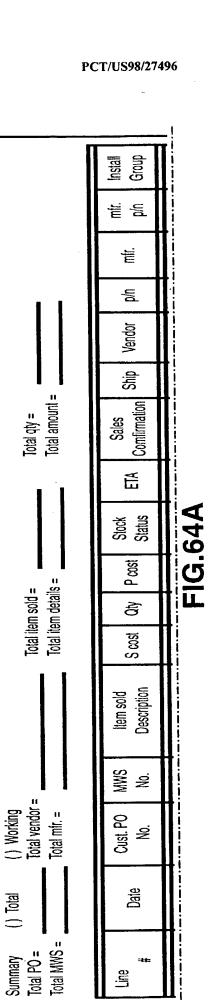
FIG. 63A

÷	
2	12/28/92
Company	Contact person & Phone No.
FUJITSU-ICL SYSTEMS, INC.	Gerry Binkhorst (408) 982-3350
Customer notes (do not appear on MYS)	Notes that fit in box will fit on printouts of quotes. Customer notes only print out on quotes.
MVS comments (do not appear on Quotes) Reviewd by	J Temporary notes
Comments that fit in box will fit on printouts of MWS. MWS comments only print out on MWS.	
Shipping notes 0	Backup notes

FIG. 63B

Fig. 64

Fig. 64A	Fig. 64B	Fig. 64C
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WO 99/33016

Material code #/Purchase reg#

Purchase Order Sales Actions

Inhouse inventory

135/435

Virtual Inventory (linking to supplier

warehouse via web)

Show items sold with no order date

Input/over-riding

Information display

PSRI Output Display (Purchasing)

MWS#, Customer PO#, item sold, item details, qty, Scost, Sprice,

Auto match

Existing Inventory

Vendor, Part#, mfr, mfr part#, install, ship instructions.

Stock/inventory status

	, , , , , , , , , , , , , , , , , , ,	,		Compaq SCSI HD		BYO	10/44/07		9	46	10045	-	7	-
	/6/11/01	1556-WX	Cl C82	Critical	2		14/1/3/	Credit card	<b>\</b>	leciluala	12343	Collipad	12345   Collipay   121-001	_
	10,77,07	AR 0337	00.17	Compaq proliant	2	B/0			c	Ţ.,			000 707	,
7	76/11/01	1556-WA	CI CQ7	Track	57				<b>_</b>	Геспоата	13554	Сопрад	121-002	-
	10,77107	VIII 9334	27200	Compaq memory	Ç	stock			2		73307	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	000 707	•
	/8/11/01	YAA-acci	CI C87		2				L.	Merisei	13334	Soo4 Compad	121-003	-
•	10/14/07	VQVVV	98415	HP Vectra	<	short stock	*		C	Ingram	1 4 4 6 7	ģ	700 41	•
	76/11/01	14441 14441	2 +07		83			COD	<b>-</b>	Micro	13554	±	HK-001	7
	F0/ F7/ OF	idirir	37700	НР тетогу		Inventory	À			Moroco	73307	5	100 31	c
	/6/11/01	1444PA	C1407		r				<b>.</b> .	Microage	13334	nr	100-11	7
			17700	HP Printer		9/0 B/0			!	Comouter				
	10/11/97	1444PA	28415	Drop Ship	500				<del>N</del>	land	13554	±	H1-0Aa	5
	- All he	= All headings are sortable.	rtable.											:
g.	<b>II</b> Plectable and e	* All items are selectable and exnand (double click) into item dealis	click) into	item dealls	* Replacement WWS = Red color	WS = Red color								
ים מוני	מומעומטום מווט ג	sapaila (accoic	Malen / males	italii odalis.	I topicocomoni									

## FIG.64B

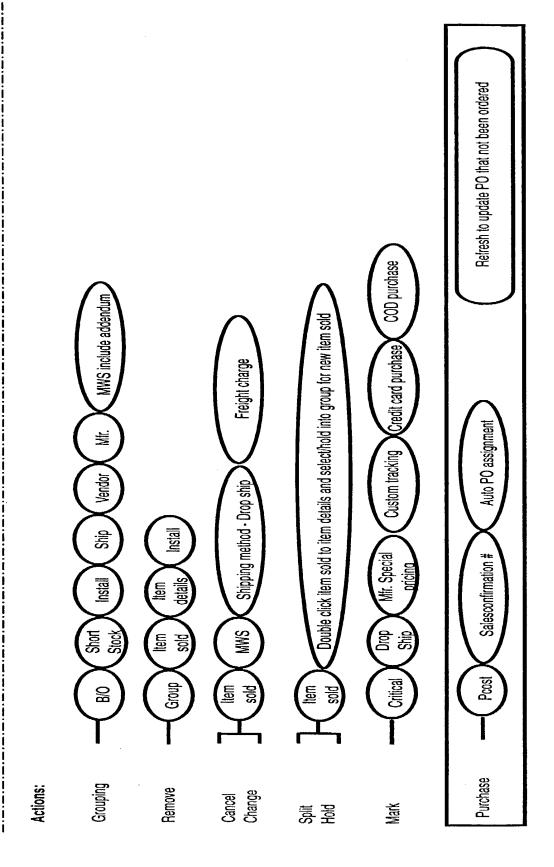
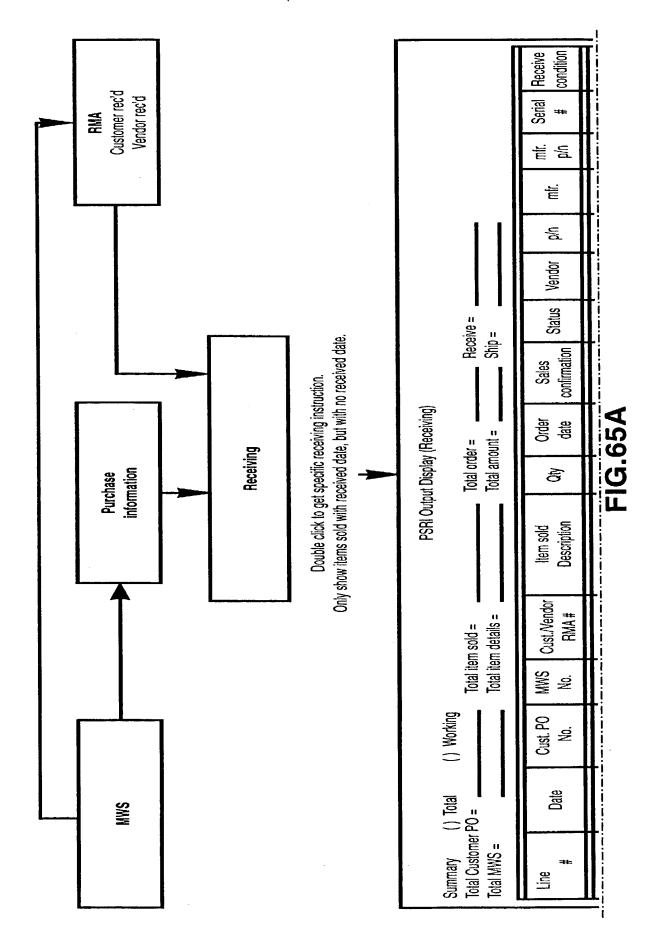


FIG.64C

Fig. 65

Fig. 65A	Fig. 65B	Fig. 65C



Techdata 12345 Compaq

Note

Credit card

11/20/97

Compaq SCSI HD

Critical

28515

1556-WX

10/11/97

물

13554 | Compaq

Techdata

11/20/97

72

Compaq proliant

28515

1556-WX

10/11/97

~

Track

Refuse

13554 | Compaq

Merise

stock

11/19/97

**\$** 

Сотрад тетолу

28515

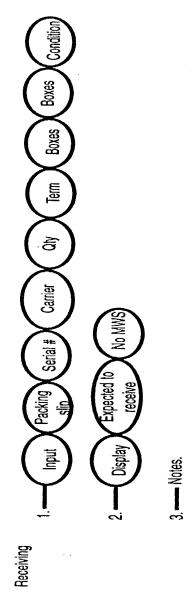
1556-WX

10/11/97

ഗ

28415 HP memory 4 11/21/97 OK Microage 13554 HP	HP memory 4 11/21/97 COD Microage 13554
НР тетогу	НР тетогу
28415	28415
1444PA	
10/11/97	10/11/97
2	4 3

FIG.65B



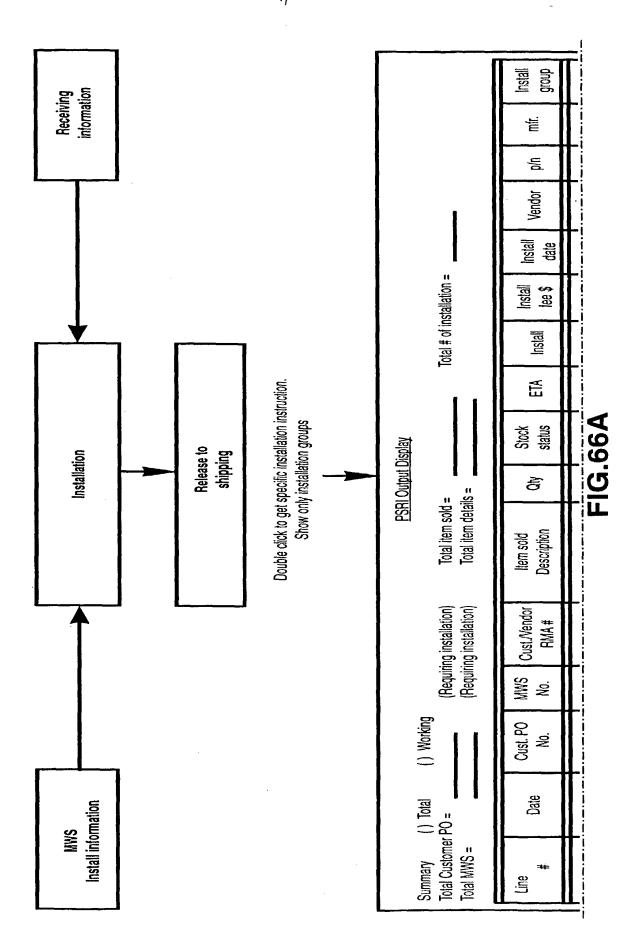
Actions:

1. Expected to receive will exclude refusal items.

Expected to ship will exclude refusal items, hold items and items with COD/cash term.
 Batch input for all packing slips and items. The system automatically match input with items that existing in the system to all items that received.

Fig. 66

Fig. 66A
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G
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_	20171107				Compaq SCSI HD	! ! !	B/0		! —— ! ! !	! ! 			<u> </u>	i
	10/11/97	1556-WX	28515		Critical	rs -	Notes	12/25/97	>		Techdata	12345	12345 Compaq	
c	10/11/07	TEER WAY	70615		Compaq proliant	70	B/0	- V.	-		10 mg	7		
7	10/11/97	1330-WA	CIC07		Track	<del>5</del> 7	Notes	12/11/97	Z		lecndata	13554	13554 Compaq	
c	10/11/07	1456.WY	98515		Сотрад тетогу	\$	stock		>		Marical	13554	13554 Compan	
2	16/11/01	000	2007			2	Notes	•	<b></b>			8		
7	10/11/97	144PA	28415		HP Vectra	۶.	Short stock		>		Ingram	1354	웊	
						<b>&gt;</b>	Notes		_		Micro	5		
ı	10/11/07	444408	20.415		НР тетогу	7	stock		>		Mirroago	1255/	9	
7	16/11/61	444rA	C1+07			r	Notes	•			של המלומים המלומים המלומים		<del></del>	
	FOLESTOR	10777	27700		HP Printer	000	B/0				Computer		<u>.</u>	
Ð	10/11/97	ድ ተ	C1407		Drop Ship	002	Notes	12/5/97	>-		land	13554	<del></del>	
	All he	= All headings are sortable.	able.					0,	Option:	:				]
* All items are s	electable and e	* All items are selectable and expand (double click) into item deails.	olick) into ite	əm deails.	* Replacement MWS = Red color	AWS = Re	d color	- ci	Show only	<ol> <li>Show all need to be installed with received date</li> </ol>	ed with receiv	ed date		

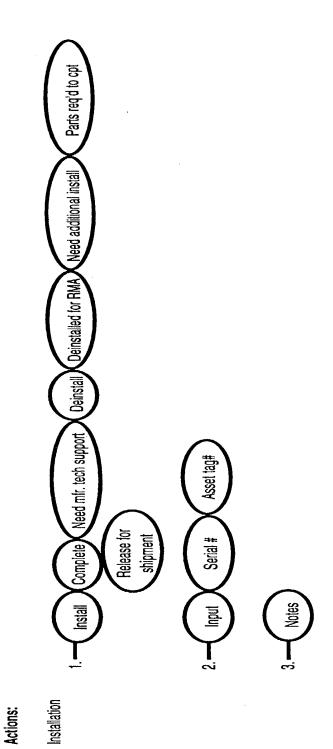
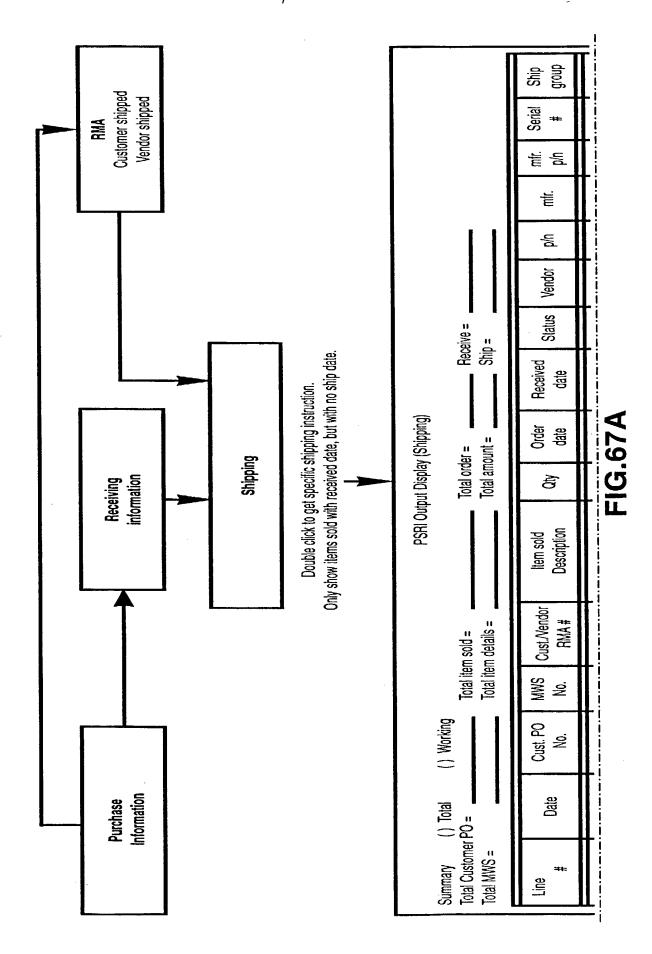


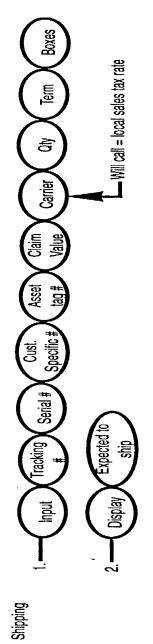
Fig. 67

Fig. 67A	Fig. 67B	Fig. 67C



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!	<u> </u>
ļ	$\cong$

			a		Compaq SCSI HD		***************************************	Hold		17007		
	10/11/97	1556-WX	28515		Critical	ഹ	11/20/31	Note	recndata	12345	Compad	
	40,44,03	ACEC IMIV	00646		Compaq proliant	16	70/06/11	Refuse		1 4 6 7		
2	10/11/8/	1330-YYA	CI C07		Track		1,50,31		lecndata	13554	Сошрад	
ć	10/44/07	15ER MY	00515		Compaq memory	0	11/19/97	stock		735+	50000	
, J	)	V#1-000	61007						Nai Sal	1000	Collipaq	
-	60.55,00	107777	0045		HP Vectra	·	1000	Ж	Ingram	7.300	. !	
4	/8/II/01	474 474 477	C1407			?	11/20/97		Micro	13554	<del></del>	
ų,	10/14/03	10777	00415		НР тетогу	7	11/2/197	OK	Microsoft		Ē	
റ	18/11/8/	1444PA	C1 407						MICLOAGE	13334	<u> </u>	
•			27700		HP Printer	y)C	44140107	Ж	Computer		<u> </u>	
ထ	10/11/97	1444PA	78413		Drop Ship	200	672	Note	land	13554	主	
	# All he	= All headings are sortable.	table.									
* All items are	* All items are selectable and expand (double click) into item deails.	xpand (double	click) into it	tem deails.	* Replacement MWS = Red color	MWS=R	ed color					
										l		



Actions:

1. Expected to receive will exclude refusal items.

3. — Add freight charges (option) Notes.

2. Expected to ship will exclude refusal items, hold items and items with COD/cash term.
3. Batch input for all packing slips and items. The system automatically match input with items that existing in the system to all items that received.

Fig. 68

Fig. 68A	Fig. 68B
Fig. 68C	Fig. 68D

	Item
<u> </u>	Select (highlight)

<u>Item d</u>

Line #	Date	Cust.PO No.	MWS No.	Cust./Ven RMA#	Item sold Description	Qty
1	10/11/97	1556-WX	28515		Compaq SCSI HD	1
	10/11/07	1000 ***	20515	·	Critical	
2	10/11/97	1556-WX	28515		Compaq SCSI HD	
-	10/11/9/	1990-447	20010		Critical	1
3	10/11/97	1556-WX 285	28515		Compaq SCSI HD	4
	10,11,01	1000-44%	20313		Critical	
4	10/11/97	1556-WX	28515	·	Compaq SCSI HD	
4 10/11/57 1350-44X		20515		Critical	1	
5	10/11/97	1556-WX	28515		Compaq SCSI HD	1
	. 3, 11,07	1330-447	20010		Critical	

Fig. 68 A

details input

to group

etail Dispaly

Existing Satus	Cust. Inv.	Ven. Inv.	Serial#	Vendor	mfr	Install Group	Ship Group
B/O							
B/O							
B/O							
B/O							
B/O							

Fig. 68 B

			!
	=All he	eadings are	e sortable.
* All items are selectable and can be *Replacement MWS = Red color	oe made	into differe	ent groups.
Unique installation note:			Unique shipping note:
Standard default notes from custme	r file	Sta	andard default shipping n

Fig. 68C

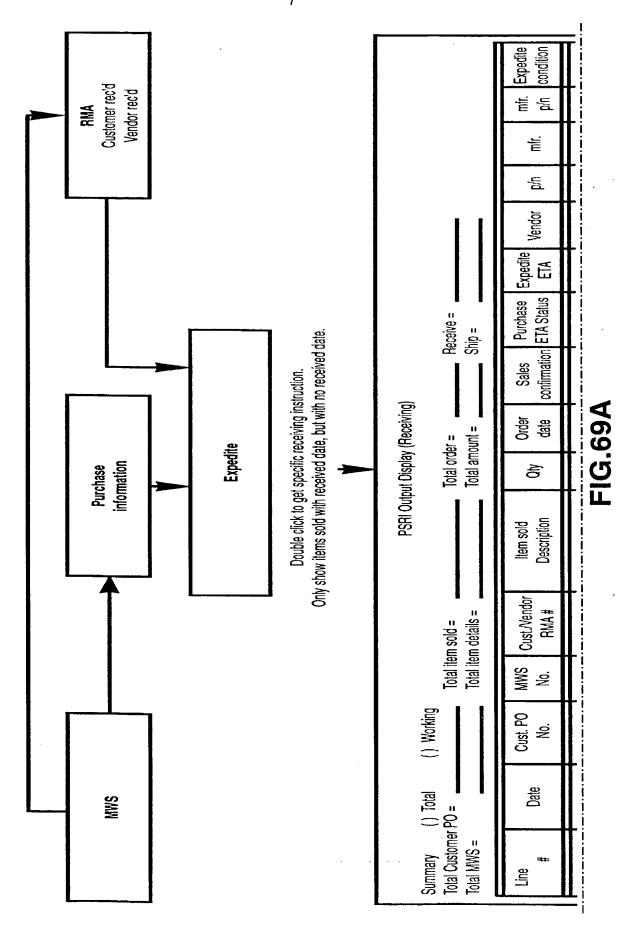
. — . — . — . — . — . — . — . — . — . —		
. •	Existing status can be ordered	
	Existing status can be received	
	Existing status can be shipped	
	Existing status can be installed	
	RMA installation note:	
	•	
otes from vendor file	Shipping note:	
	1	

Fig. 68D

153/435

Fig. 69

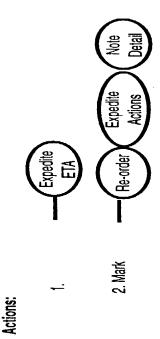
Fig. 69A	Fig. 69B	Fig. 69C
----------	----------	----------



					Compaq SCSI HD		44,00,07		Hold		9		
	10/11/97	1556-WX	28515		Critical	c	11/20/97	Credit card	Note	Techdata	12345	Сотраф	
(	70/44/04	ARE STA	90515		Compaq proliant	76	11/20/07		Refuse	<u>-</u>	, ,		
7	1011/187	VAA-0001	CI C07		Track	1.7				lechdata	13554	Compaq	
,	E VI FFI V	200	27.00		Сотрад тетогу	Ų	11/19/97		stock			•	
m	78/11/01	YAA-900	C) C97			2				Merise	13554	Сотрад	
	F0(77)07	807777	37700		HP Vectra	c	000		Ж	mazon			
4	10/11/9/	1444FA	C1407			ى	11/20/9/	000		Micro	13554	<u>욱</u>	
	20177107	¥07777	00445		НР тетогу	7	11/21/97		ЖO		1005	Q <del>1</del>	
ი ·	10/11/9/	1444PA	CI 507			-				Microage	13334	====	
c	E0(11/01	AAAADA	31706		HP Printer	SUU.	11/12/07		X	Computer	19551	5	
Đ	10/11/97	<b>K</b> 1444	C1407		Drop Ship	2007	2		Note	land			
	= All he	= All headings are sortable.	rtable.										
* All items are :	* All items are selectable and expand (double click) into item	xpand (double	click) into i	item deails.	* Replacement MWS = Red color	MWS = R	ed color						

## FIG.69B

FIG.69C



1. Expected to receive will exclude refusal items.

Expected to ship will exclude refusal items, hold items and items with COD/cash term.
 Batch input for all packing slips and items. The system automatically match input with items that existing in the system to all items that received.

**FIG. 70** 

FIG. 70A	FIG. 70B	FIG. 70C
----------	----------	----------

Company - PO	MYSNum	Qty	Ord	Revd
PACBELL ISG	M-930008 NoP			1
3 items 930107	1/7/93 Orig	Shipd	3/22/93	3/22/93
3 DON BAKER PG.51	0-806-7459		********	TBD
LOCKED		·		<u> </u>
Jet Propulsion Laboratories	M-930003 NoP	1		
2 items 000635262	1/5/93 Dest	Shipd		
1 Deborah Williams (9	18) -397-7184	<u></u>	<u>                                </u>	ot Ordered F
LOCKED				mer (66/6
PACBELL ISG	M-930008 NoP	1	ORACI	**********
3 items 930107	1/7/93 Orig	Shipd	ORACI	
2 DON BAKER PG.51	0-806-7459		ORAC	<del></del>
LOCKED				N GRAPHICS
		1		n Systems
930107	1/7/93	Shipd		ntec Corporati ntec Corporati
1		.İ	341118	inted corporati
LOCKED				
BEEBOY FILE	M-930007 NoP	•	[	
5 items XXXXXXX	1/6/93 Orig	Shipd		
5 MAUDELLE(415) 75	1-4020		Le old	er than
LOCKED				(Customer
***************************************		1	III Cer	iority 🗸 ) (
XXXXXXX	1/6/93	Shipd		Descri
4	***************************************			50300
LOCKED		<del></del>	=	
		1		
XXXXXXX	1/6/93	Shipd	<u> </u>	
3	***************************************			
LOCKED				
FUUITSU-ICL SYSTEMS, INC.				
1 items 11613	12/29/92 Ori			
1 Gerry Binkhorst (4	TOTAL CONTROLS	4444		
LOCKET:				
BEEBOY FILE	M-930007 N₀P	1		
5 items XXXXXXX		Shipd	\ \ \ = S	pecial priority
2 MAUDELLE(415) 75 LOCKED	1-4020	i	************************	CmpLnq
LUCKED				
R	A G	<b>3</b> 7		
		2		
		_/		
Sc	ort Sets L	Search	es	
141				

**FIG. 70A** 

Shipd	10.	escr	- in-	tion						Cost		Price
anipu ,	<del>!</del>		<u> </u>							COST		FFICE
3/22/		ABLE										9 00
37 ZZ7	,	······································			**********			••••				8.00
**********					••••••	••••••	***********	•••••	**********		***************************************	**********
						=		=			4045	
						i No	t Rec	<b>e</b> ľ	ved	Repor	12/5	/9/
eport	( N	ot R	ece	ived R	eport	C	Not S	ihi	ipped	Report	0	Drop
)(1)		P	)=				Qty	(	Ord	Revd	Shpd	Age
		21	519	98			5		100%	80%	0%	
		21	548	37		*********	13		92%	61%	0%	
**********		21	561	4	*******		1	į	100%	0%	<u> </u>	
	••••••••	*********	566	**********			<b>************</b>	****	100%	• *********		
AC		• • • • • • • • • • • • • • • • • •	******	19467	*********		•		100%	0%	0%	
	**********	****		1130	*******	•••••••••••••••••••••••••••••••••••••••	<b>*</b>	****	100%			•
<u>n</u>		<del></del>		27LM		······	····	-•	100%	·	,	7
n		112	ンプし	3450			: 4		25%	0%	0%	7:
							<u> </u>					
<u> </u>		<u> </u>		- (a)		1 3.40	•••				io	0-4
_=_	n On		_	0 (1) 2082		M		75	Ty		Qty 5	Ord
	e On	1773	072	2062		1717	6-228	/3	LUS	-рОК	+	
days			*******	*************		<u> </u>	*************			****************	·•	<del></del>
lotes)		ļ		*******		<del>-                                    </del>			<del></del>		·	<u> </u>
Get M	/S )			***		<del></del>						<del></del>
tion				Yen-C	tr1 V	PN	-M PI	No	Ore	i-Revd		PO-Q
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APPL-A	0883	i	APF	LE COM	PUI	ĿК				M41	195LL/	A
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7										1	Fast (	Jrdor

FIG. 70B

Expedite Status – exp	da	te – cust notes	CSR Notes
gnore on future reports			FHJFHJG
	•••••	***************************************	<u>.i</u>
<u>00/00/00</u>			
1:39 AM			
hip Report   Filters 0	n		***************************************
	Ħ		
Customer Filter O	n	<u>Urgent</u>	)
At least	$\neg$	Yrong Prod	
Percent Filter On	_	Replacement Hand Divi	
Qty is or less		Cancelled	
Qty Filter On		In Transi	•
■ More than days o	old	Vendor follor	
Age Filter On		Installatio Back orde	
Revd Shpd		Partial sh	
4 4	$\Box$	Shipped	
	-	Drop shipp	
		Lost in tran	
	$\bowtie$	Will call	
- <u>A</u> Expedite Status	$\top$	On allocati	
·		Discontinu	
		Direct ship from	
		No record of	
	1	Open source re	
		Open source co	mplete
		Ship to wrong a	
•		Order hol	
<u> </u>	+-	Other	
00/00/00	•••••		

**FIG. 70C** 

Fig. 71

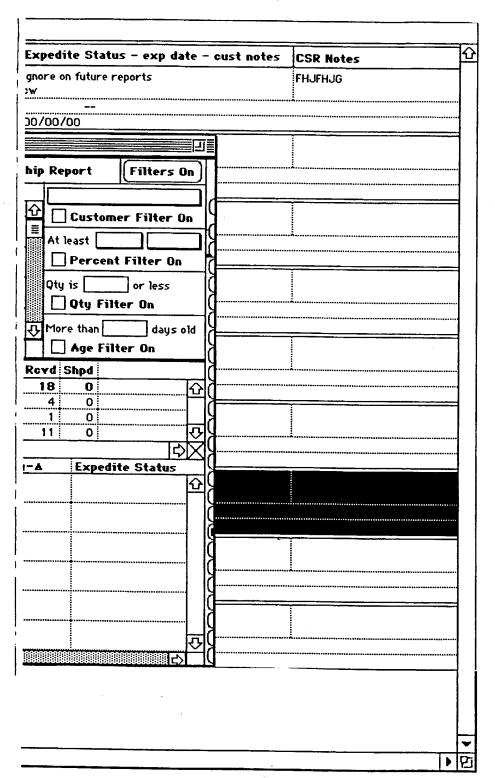
Fig.71A	Fig.71B	Fig.71C

Company – PO	MYSNum	Qty	Ord	Revd	Shipd
PACBELL ISG	M-930008 NoF	1	1	1	1
3 items 930107	1/7/93 Ori	g Shipd	3/22/93	3/22/93	3/22/
DON BAKER PG.51	0-806-7459			TBD	
JCKED					
Jet Propulsion Laboratories	M-930003 NoF				
2 items 000635262	1/5/93 Des	t			
1 Deborah Williams (8	18) -397-7184		Not Orde	red Repor	t () N
LOCKED		Cus	stomer (1	3/13)(4)	
PACBELL ISG	M-930008 N₀F	UNI	ON BANK O	F CALIFORNI	A
3 items 930107	1/7/93 Ori	A.	******************	FCALIFORNI	
2 DON BAKER PG.51	0-806-7459		****************	FCALIFORNI	***************************************
LOCKED		<b>—</b>		F CALIFORNI	**************************************
				F CALIFORNI F CALIFORNI	
930107	1/7/93	*********	**************	F CALIFORNI	
LOCKED	***************************************			F CALIFORNI	
	-	UNI		FCALIFORNI	
BEEBOY FILE	M-930007 N₀P	I ■\.JI		***************************************	***************************************
5 items XXXXXXX 5 MAUDELLE(415) 75	1/6/93 Ori	2.	-		Ven On
5 MAUDELLE(415) 75 LOCKED	1-4020	-    =			
		╡┞╌	ider than		Age On
XXXXXXX	1/6/93			days	
<u> </u>	:1707.23	- ا ا <del>ر</del>		mer Notes	
LOCKED	*******************************		riority √		MVS )
		₹	De	scription	
**************************************	1/6/93				
3			••••••		
FUJITSU-ICL SYSTEMS, INC.	M-930002 NoP	71			
1 items 11613	12/29/92 Ori	***		***************************************	
1 Gerry Binkhorst (4	08) 982-3350				-
LOCKED			······	***************************************	***************************************
BEEBOY FILE	M-930007 NoP				
5 items XXXXXXX	1/6/93 Ori				*************************************
2 MAUDELLE(415) 75	1-4020			V <del>. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1. 1.</del>	~~~~~~
LOCKED					
	_	_	_		
C EA		3) (6	<b>3</b>		(
			<b>3</b>		ATAXX
	<b>-</b> L-1 ~				<b>~</b> .

**FIG. 71A** 

Description			Cost		Price	Exp
CABLE 93	***************************************				8.00	
Not Shipped				:43		00/
t Received Report	<del></del>				Drop :	ship
6310010275	Qty	<del></del>			Age	
6310010273		3 1298 1 7598	12% 25%	0%	63	迎
6310010517		100%	····	53%	42 43	녜
6310010683	43	••••		8198	<u></u>	1
6310010807	24	100%		87%	10	
6310010836	10	100%	10%	0%	2	
6310010904	49	100%	61%	0%	2	
6310010905	·····	100%	20%	0%	2	
6310010907	14	100%	64%	42%	4	ひ
	,				¢	
<u>Cust PO (4)</u>	MYS	Type		)ty	Ord	Re
9691	,	140 Cus-		21	19	1
CS0381	M97-261	******************		9	8	•••••
KIM1 P097005500	M93-138		**************	1	1	
<del>[</del> ]	M97-261	39 Cus-	OK :	15	15	
Ven-Ctrl V I	DN- M DI	4 O A	D 4			
Yen-Curivi	FNO-M PI	lo Ord-	KCAG	-   P	O-Qty	<u>  - A</u>
	*****	***************************************	****************	···········		••••••
	******************		_			
					•••••	
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	***************************************	***************************************		<u>-</u>	************	•••••
	*****		************			
	÷					

**FIG. 71B** 



**FIG. 71C** 

Fig. 72

Fig.72A	Fig.72B	Fig.72C

## Items S

Company - PO	MYSNum		Qty	Ord	Revd	Shipd
PACBELL ISG	M-930008				1	1
3 items 930107	1/7/93	Orig	Shipd	3/22/93	3/22/93	3/22/93
3 DON BAKER PG.510	-806 <b>-</b> 7459			•••••••••••	TBD	^
LOCKED			*************			
Jet Propulsion Laboratories	M-930003	NoP	1	. 1	1	1
2 items 000635262	1/5/93	Dest	Shipd	3/22/93	3/22/93	3/22/93
1 Deborah Williams (81	8) -397-71	84	 !	***************************************	CmpLnd	HAYS-1527[
LOCKED						
PACBELL ISG	M-930008	NoP	1	1	1	1
					3/22/93	3/22/93
2 DON BAKER PG.510	-806-7459		·······			HPCD-1622L
LOCKED		**********	•••••	• • • • • • • • • • • • • • • • • • • •		
			1	1	1	1
930107	1/7/93	**********	Shipd	3/22/93	3/22/93	3/22/93
1	i		OIIIPG	i	• • • • • • • • • • • • • • • • • • • •	HPCD-E440I
LOCKED	******************************	•		***************************************		
		···				
	M-930007				1	1
5 items XXXXXXX	1/6/93	Orig	Shipd	3/22/93	3/22/93	3/22/93
5 MAUDELLE(415) 751-	-4020	***********	<u> </u>		CmpLnd	APPL-1034(
LOCKED				·		
	<u> </u>	•••••	1	<del>.</del>	1	1
XXXXXXX	1/6/93		Shipd	3/22/93	3/22/93	3/22/93
4			<u></u>	***************************************	CmpLnd	APPL-H142
LOCKED						
	***************************************		1		1	1
XXXXXXX	1/6/93 -		Shipd	3/22/93	3/22/93	3/22/93
3	*************************				CmpLnd	APPL-H142
LOCKED						
FUJITSU-ICL SYSTEMS, INC.	M-930002	NoP	1	1	1	1
1 items 11613	12/29/92	Orig	Shipd	6/3/93	3/22/93	3/22/93
1 Gerry Binkhorst (40)	8) 982-335(	0	4444	***************************************	MicroD	307535
LOCKED						
BEEBOY FILE	M-930007	NoP	1	1	1	1
l	***************************************	*********	D	************	3/22/93	3/22/93
2 MAUDELLE(415) 751-	4020			i	CmpLnd	APPL-A08E
LOCKED					·	
			1	1	1	1
	, ,					
( <del>肾)</del>		<b>(3)</b>	7 <b>(</b> @			
	2	長				
Sort	Sets	Se	arches			Return
1 1111		_==				

**FIG. 72A** 

RIPT LEVEL II CARTRIDGE F/LJ IIID 338  Select a status	554.28 08-00 404.76	713 0 450.00 c
RIPT LEVEL II CARTRIDGE F/LJ IIID IIID IIIB IIIB IIIB IIIB IIIB III	554.28 08-00 404.76	0 In 450.00 e
RIPT LEVEL II CARTRIDGE F/LJ IIID S38  Select a status	08-00 404.76	595.00 e° 713 0 In 450.00 e°
RIPT LEVEL II CARTRIDGE F/LJ IIID 338 Select a status	08-00	595.00 e° 713 0 In 450.00 e°
RIPT LEVEL II CARTRIDGE F/LJ IIID 338 Select a status	08-00	595.00 c 713 0 In 450.00 c
RIPT LEVEL II CARTRIDGE F/LJ IIID IIIB S38 Select a status	08-00 404.76	713 0 0 ln 450.00 c
RIPT LEVEL II CARTRIDGE F/LJ IIID 338 Select a status	404.76	0 Ir 450.00
Select a status		lr 450.00 ¢
Select a status		450.00 c
Select a status	C2089	
Select a status	C2089	
Status		
Cancelled	·	
Credit hold		
Direct ship from Mnfctr		11
		l i
Installation		
Lost in transit		1 1
No record of order		1 1
Not released new product		
•		
		11
= :::::		
Ship to wrong address		
Shipped		
Urgent		
Wrong Product		H
	Discontinued Drop shipped Hand Dlvr Ignore on future reports In Transit Installation Lost in transit No record of order Not released new product On allocation Open source complete Open source required Order hold Other Partial ship Replacement Ship to wrong address Shipped	Discontinued Drop shipped Hand Divr Ignore on future reports In Transit Installation Lost in transit No record of order Not released new product On allocation Open source complete Open source required Order hold Other Partial ship Replacement Ship to wrong address Shipped Urgent Vendor follow up

FIG. 72B

xpedite Status – exp date – cust notes	CSR Note:	4
nore on future reports	FHJFHJG	١
<u>/</u>		
	••••••••••••••••••••••••••••••	l
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**FIG. 72C** 

Fig. 73

Fig.73A	Fig.73B	Fig.73C

RMA- Orig-Pr	Case No C	S ExCr-RCred	Ven-RMA®	Ship-Rcy
R-265798RP	Temp24563-	1 NoCredit	compaq	NA!
Nemesio.ccc	5/6/97		97050607801	NA!
☐ Warranty repair			ir	
5/14/97 05/06 /97 DOA PRODUCT: PROVIDIAN (drop shij				
R-265876RP	Temp24784-	1 5,996.70 *	Microage	5/12/97
Brandon.aaa	5/6/97	5,996.70	716376	NA!
		]	Credit	
	<del></del>	r MWS#24784,		
R-265914	Temp24833-		j	5/9/97
Brandon.aaa	5/8/97	8,449.00	4984009	NA!
_			Credit	
L_I	T	CUSTOMER CANCE	1	<del></del>
R-266068	Temp24833-	2 759.00	Merisel	5/9/97
Brandon.aaa	J5/8/97	759.00	(4984009	NA!
Credit				
	T	CUSTOMER CANCE		<del></del>
R-266177	Temp24833-	<i></i>	· · · · · · · · · · · · · · · · · · ·	5/9/97
Brandon.aaa	[5/8/97	13,524.00	·i· · · · · · · · · · · · · · · · · · ·	NA!
·	Ł	JL	Credit	
	<del>~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~</del>	57156. 5/8/97		·
R-266295	Temp24833-		Merisel	5/9/97
Brandon.aaa	J5/8/97	69.50		NA!
<b></b>			Credit	VE 105 6
D 266774	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	CUSTOMER CANC	T	5/9/97
R-266374	Temp24833-	• • •   • • • • • • • • • • • • • • • •	4	
Brandon.aaa 5/8/97 2,508.00 *4984009 NA!				
Opti	ons BA			+
PR= printed CS= cross Shpd Sort Sets Searches New Records				
(C)				

R	Mfl: 7 of	f <b>31</b> 86 (9	ales	-МШ
Cust-Cust PO®-Faxed	Rcy-Shp	inv-Crd	Qty	Description
FIRST DEPOSIT	NA!	13143	1	ARMADA 4131T 5/133 16
19497-40167-N	NA!	3,628	0	NB 41 00
Dispatched On-Site warran	ty service	No Credit		DOA
to compaq)IS TRYING TO G	ET IT REPA	IRED THROU	GH CO	MPAQ. COMPAQ WILL REPA
NETWORK GENERAL CORI	5/12/97	13381	1	TECRA 740CDT PENT-166
86091	5/12/97	6,195	1	13.3 TFT 10X
Warranty repair/exchange		No Credit		DOA
nv#233828. the item is DC	A. we will	replace wit	h inver	ntory item (also from micro
MEDIATEL ( TODD MART 🛛	NA!		1	NETSERVER LH2 6/200 M1
SF970225	NA!	27,805	0	
Not shipped to customer		No Credit		
JING TO RETURN AS WRONG		ECEIVED .		
MED AIATEL (TODD MAR 🛚	NA!		1	64MB MEM. EXP. MODULE I
SF970225	NA!	NC	0	
No credit/no exchange		No Credit		
ING TO RETURN AS WRONG	PRODUCT R	ECEIVED .		
MEDIATEL (TODD MARTI	NA!		6	HOT SWAP DRIVE, 9.0GB,F
SF970225	NA!	NC	0	
No credit/no exchange		No Credit		
HE ORDER , WE ARE GOING T		AS WRONG	PRODU	
MEDIATEL (TODDD M ART)	NA!		1	ETHEREXPRESS 10/100 PC
SF970225	NA!	NC	0	В
No credit/no exchange		No Credit		
JING TO RETURN AS WRONG		ECEIVED .		
MEDIATEL 🗵	NA!		1	SURESTORE 12000E AUTOL
SF970225	NA!	₋NC	0	SCSI 4MM DDS-2 W/MANI
Fa E.	_==	<u> </u>		
	1	<b>,</b>	Appr	rove Reset
: Return RelatedSwit	ch QuickS	witch N	ot app	Not Required

	Rep1 MVS	1
MB 1400 12.1 IN CTFT		
	Reqd Released	
Hardware - Oth		
R. COMPAQ CASE# IS	97050607801 KYBC	
1MX 2.02GB 16MB	Π	
	Regd Released	
Hardware - Oth	er Closed	
	which already passed 30	
64MB RAM		
	Regd Released	
	Closed	
· · · · · · · · · · · · · · · · · · ·		
NETSERVER 60NS		
	Reqd Released	
	Closed	
R NETSERVER		
	Reqd Released	
	Closed	
•		
TX ENET MODEL		
	Reqd Released	
	Closed	
ADER EXT 48GB		
AL,CABLE	Reqd Released	
Close	Royd CM Release MVS	
Cancel	Create CM   Create VCM   Set NAs/Cred	
		~

RMA Case No.	Temp65-1	Date 5/4/98	11 1
Customer	SAN FRANCISCO SYMPHONY	YMPHONY	Tel: [(415) 552- 8000 FAX: [(415) 431- 6857
Address Bill To click button to	SAN FRANCISCO SYMPHONY DAVIES SYMPHONY HALL San Francisco, CA 94102 Attention: DAVID MURDOCH	HONY NLL 102 DOCH	Buyer: [ FAX [ User: [
toggle bill/ship addresses.			FAX
MWS No. Po No.	M93-0065 SUS AN 2993	Orig Sales rep Pat Sales rep <mark>Pat</mark>	at CSR PaulB at Date Purch 3/22/93
Qty: 1	Desc: WORDPERFECT 5.1 + FILE SRV	5.1 + FILE SRV	Customer Will pay partial
Orig F	Orig Rev D Orig Ship D	Serial No Misc II	Return type
			Reason
			Detail
Explanation and Notes			Unit price 255.00 RMA total price 255.00
		1	Rstk 96 Rstk Chrg
		:	Customer Acknowledged Replacement PO
		Ī	Replacement MWS:
<b>A</b>		*:   *:   *:	
		FIG. 74	

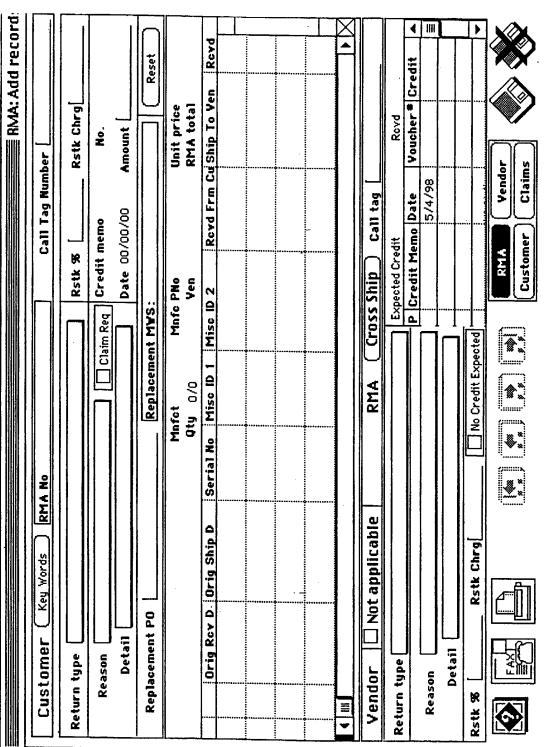


FIG. 75

-id. 76

Fig. 76A	Fig. 76B	Fig. 76C
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 $V \Rightarrow Vendor \ whom \ we bought from or mfr of product. <math>C \Rightarrow Customer$ 

FIG.76A

(on/off site)

If received, ship, claim & credit = NA, then return type must be equal to Not Applicable.

Spectrum of N/A

										Ĭ		Î						Ī	
Return t	Return type/Action	å rtiva	Repair/ replace	Service On-site	\$ On-site	\$ Additional		Mir. or vendor	RWA#	Rec'd	S.	Credit		Cust.Orig.	Fax retum	E-mail	Show	Repl	
<u>o</u> ,	(C & V)		part #	Y/N	Charge	repair Charge	Drop Ship	Drop Ship Cross Ship		٨	^	۸	>	req'd	(PR)		1		
1. Credit I Check	Check	<b>*</b>	NA NA	NA NA	N/A N/A	N/A N/A	N'A .	NA NA		N/A	N/A		N/A N/A	N/A Y	\ \	\ \	<b>&gt;</b> >	N	> 0
	Credit card	<b>&gt;</b> >	NA N	N. N.A.	N A N	N/A N/A	NA NA	N NA		N A	NİA		N N NA	N/A Y	<b>&gt;- &gt;-</b>	>- >-	>- >-	z	> O
	Credit memo	.>->-	N'A N'A	N'A N'A	N/A N/A	N/A N/A	NA NA	NA NA		WA	N/A		N/A N/A	N/A Y	γ.		<b>&gt;</b> >	Z	> 0
2. Exchange Mirror C & V	ege V & C	<b>&gt;</b>	N/A	N/A	NA	N/A	N/A	N/A		N/A	N/A		N/A N/A	N/A Y	γ	· \	<b>.</b>	γ.	> 0
3.Repair/replace	place																		

> U	> 0	> U	٥ /	> U	> U	> U	> U
z	2	>	>	Z	Z	>-	>-
>->-	<b>&gt;-</b> >-	<b>&gt;-</b> >-	\ \	N/A N/A	N'A N'A	N'A N'A	N N
> >	>- >-	>- >-	\ \	N/A N/A	N/A N/A	N/A N/A	<b>&gt;- &gt;-</b>
>- >-	ă ¥	>- >-	N/A N/A	<b>&gt;</b> >	NA NA	NA NA	>- >-
N/A Y	N/A Y	NA Y	N/A Y	N/A Y	N/A Y	N/A Y	N/A Y
N N	₹ ¥	N N	N/A N/A	N/A N/A	NA NA		
N.	N N	ă ă	NA NA	N/A N/A		NA	
	N AN	×.	N/A N/A	N/A '	N/A	N'A N'A	
	N/A N/A	NA	N/A N/A	NA	NA	N'A N'A	
	N.	N.	N/A			N/A N/A	
N/A V/N	N/A N/A	N K	NA NA	N/A N/A	N/A N/A	N YN	NI XI
N. Y.	NA NA	N, N,	N/A N/A	N/A N/A	NA NA	N/X N/X	<b>K K</b>
N/A N/A	N/A N/A	N, N,	W. A.	N/A N/A	N/A N/A	N/A N/A	N/A N/A
NY.	<b>W W</b>	<b>N</b> , N,	YN	N/A N/A	N N	N N	N/A N/A
N/A XVN	N, X,	<u> </u>	X.N.	N/A N/A	N N	N N	N. N.A
N X	N K	<u> </u>	Y.W.	N/A N/A	N N N A	§ §	N/A N/A
>->-	>- >-	>->	<b>&gt;-</b> >-	<b>&gt;- &gt;-</b>	>- >-	>- >-	<b>&gt;- &gt;-</b>
Mirror Under warranty C & V part/exchange	Under warranty part nol req'd	Out of warranty part required	Out of warranty part not req'd	4. Ship wrong address Y N	Refused	Lost	
Mirror C & V				4. Ship			

FIG.76B

C	)
Ü	)
1	
C	)
ū	

			•				
> U	>0	> O	> 0	> U	> U	> 0	> U
>-	z	Z	N	2	z	Z	
N AN	NA NA	N/A N/A	A A	N N N A	N/A N/A	N/A N/A	>- >-
N/A N/A	<b>&gt;- &gt;-</b>	N/A N/A	NA NA	NA N/A	N/A N/A	N/A N/A	<b>* *</b>
NA NA	>->-	N/A N/A	N/A N/A	N/A N/A	N/A N/A	N/A N/A	>->-
N/A Y	N/A Y	N/A N	N/A N	N/A	N/A N	N/A N	N/A N/A
N N A A	N/A N/A	N/A N/A	N/A N/A	N/A N/A	N/A N/A	N/A N/A	
N N		N/A		N/A N/A	ΝΆ	N/A N/A	
N/A	N/A	NA	NA	NA NA	NA	N/A N/A	
N/A N/A	ΝΆ	N/A N/A	N/A N/A	N/A N/A	N/A N/A	N/A N/A	
N/A				NA		N/A N/A	
W K	N/A N/A	N/A N/A	NA NA	N/ N/A	NA NA	N/A N/A	N/A V/N
X X	N KN	N/A N/A	N/A N/A	NA	N/A N/A	N/A N/A	N/A N/A
<u> </u>	N/A N/A	N/A N/A	N/A N/A	N/A N/A	N/A N/A	N/A N/A	N/Y Y/N
<b>X X</b>	N/A N/A	N/A N/A	N/A N/A	N'A N'A	N/A N/A	N/A N/A	N/N V/N
W. X.	NA NA	N'A N'A	N/A N/A	N/A N/A	N/A N/A	N/A N/A	N/Y
<b>₹</b>	N/A N/A	N/A N/A	N/A N/A	N/A N/A	N'A N'A	N/A N/A	YN YN
>- >-	<b>&gt;-</b> >-	.>- >-	<b>&gt;</b> >	>- >-	>- >-	>->	>->-
missing components	Duplicate Ship	I I Inventory	Cancel order/shipment	Transferred order	Never ship to customer	6. Not applicable	ie.
			5. Never	ship, stay in 1 ware- 1	house	6. Not	7. Other

Fig. 77

Fig. 77A	Fig. 77B	Fig. 77C
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Limit File (Customer or Vendor) Auotmalic Approval Intelligence

Allow         Mir.         Exceed Mir.         Exceed Mir.         Exceed Mir.         Exceed School         Vendor Exceed Customer Customer allow max           Approval         Allow         allow allow allow max         Vendor allow         Restock         Outstoner           Y         Y         Y         N         N         N           Y         Y         Y         N         N         N           Y         Y         N         N         N         N           Y         Y         Y         N         N         N           Y         Y         Y         N         N         N         N           Y         Y         Y         N         N         N         N           Y         Y         N         N         N         N         N           Y         Y         N         N         N         N         N           Y         Y         N         N         N         N         N           Y         Y         N         N         N         N         N							Groups				
clion auto Allow Mir. Exceed Wir. Exceed Vendor Exceed auto Allow allow max Vendor allow Restock Customer Approval Return Open Box Time max.time Fee Allow time duration  Y Y Y N N N N/A N/A N N/A N/A N/A N/A N/A N/A	:			Mfr.		Venc	lor		Customer	mer	
Y Y Y N N/A N/A N/A N/A N/A N/A N/A N/A N/A N	Return type/Actio (C & V)		Mfr. Allow Return	Mfr. allow Open Box	Exceed Mfr. allow max Time Duration	Exceed Vendor allow max.time Duration	Vendor Restock Fee	Exceed Customer Allow time duration	Charge Restock fee	exceed Sprice limit	Charge Service fee
N N/A N/A N/A N/A N/A N/A N/A N/A N/A N/	I. Credit I Check				Z	Z	N/A	Z	Z	Z	N/A
N N/A N/A N/A N/A N/A N/A N/A N/A N/A N/	Credit Card		<b>&gt;</b>	Z	Y	Z	N/A		Z	Z	N/A
N N/N N N/N N N/N N N/N N N/N N N/N N N/N N N/N N N/N N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/N N/		Z	Z	N/A	N/A	N/A	N/A		N/A	N/A	N/A
N N/A	2. Exchange Mirror C & V	>- >-	>-	ZZ	ZZ	22	N/A N/A	Z	<b>Z</b> >	ZZ	N/A N/A

N Y Y W	:
N Y Y N/A	N/A
N/A N/A N/A	N/A
N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	N/A
N/A N/A N/A N/A N/A N/A	N/A
	N/A
N/A N/A N/A	Z
	N/A
	N/A
N/A N/A N/A N/A N/A N/A N/A	N/A
replace site) Under warranty part/exchange required Out of warranty part required out of warranty part not req'd wrong address	Lost
3. Repair/repla (on/off site)  Mirror Unde C & V part/ Part part part part part part part part Part Part Part Part Part Part Part P	

FIG.77B

			1.1.1.1.1.1						1		
	I Ship I damaged		N/A		Z	z	N/A	z	N/A	N/A	ΝΆ
	missing components		Y		Z	N/A	N/A	Z	N/A	N/A	N/A
·	Duplicate ship		Y N/A	N/A	>-	N/A	N/A	N/A	٨	N/A	N/A
	Inventory	λ	N/A		N/A	Z	N/A	N/A	N/A	N/A	N/A
	Cancel order/shipment				N/A	Z	ΑN	N/A	Α/N	N/A	NA
ship, stay in ware-	Transferred order	>-			N/A			N/A	N/A	N/A	N/A
house	Never ship to customer	Y	N/A	N/A	N/A	Z	N/A	N/A	N/A	N/A	N/A
6. Not	6. Not applicable	Å	N/A	N/A	N/A	Z	N/A	N/A	N/A	N/A	N/A
7. Other	Ģ.										

FIG 77C

Fig. 78

Customer File Auto RMA Approval Automatic Approval Criteria

Return type/Action (C & V)	Preset time allow between Orig. ship date & RMA request date	Restock Fee	Max allow time = Vendor max time	S price max	Service fee for On-site	Exced \$ return limit	Excced agreed return period
1. Credit Check		Range		Range	Range/Y/N	Amount	Days
Credit card	Range	Range	N/A	Range	Range Range/Y/N	Amount Days	Days
l Credit I memo	Range	Range		Range	Range/Y/N	Amount	Days
2. Exchange Mirror C & V	Range	Range	N/A	Range	Range/Y/N	Amount	Days
3.Repair/replace (on/off site)	Range	Range	N/A	N/A	Range/Y/N	Amount	Days
Mirror Under warranty C & V part/exchange	N/A	ΝΆ	N/A	N/A	Range/Y/N	N/A	N/A

# FIG.78A

		···							1
000000000000000000000000000000000000000			N/A	N/A	N/A	N/A	N/A	N/A	N/A
	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
	Range///N		RangelY.N	N/A			N/A		NA
	N/A		N/A	N/A	N/A	N/A	N/A	N/A	N/A
			N/A	NA	N/A	N/A	N/A	N/A	NIA
		-	N/A	N/A	N/A	N/A	N/A	N/A	
	N/A N/A	N/A	N/A	N/A	Refused N/A		Range	Range	Range
	- >	Out of warranty part required	Out of warranty part not req'd	4. Ship wrong address	Refused		:	missing components	Duplicate

**FIG.78B** 

	ship	ship						
Inve	Inventory	N/A	N/A	N/A	N/A	N/A	N/A	N/A
ਤੋਂ ਲੋ	5. Cancel Never porder/shipment	NA	N/A		N/A	N/A	N/A	N/A
ag de	nsferred er	ship, Transferred N/A N/A N/A ware order	N/A	N/A N/A N/A N/A	NA	N/A N/A N/A	N/A	N/A
S Se	Never ship to customer	N/A	N/A	N/A	N/A	N/A	N/A	N/A
<u> </u>	6. Not applicable	N/A	N/A	N/A	N/A	N/A	N/A	NA
7. Other								

New rules:

- 1. Return type must be create in duplicate (pair) for Vendor & Customer (V & C).
- 2. Allow changes only of return detail on either V or C. One return detail must remain unchanged (creation keys).
  - Return type can be different for vendor & customer on the same RMA.
     Option to block use of any return type.
     Original ship date as guide for proper selection of return type.
     Create default setup initially.

## FIG.78C

187/55

Fig. 79

Fig. 79A

Fig. 79B

#### Vendor File Auto RMA Approval Automatic Approval Criteria

	type/Action C & V)	Return allowed	Allowable Max date vendor time	Restock Fee
1. Credit	Check	Y/N	Limit	Range
	Credit card	Y/N	Limit	Range
	Credit memo	Y/N	Limit	Range
2. Excha Mirror	nge C & V	Y/N	Limit	Range
3.Repair/ (on/off s	site)	Y/N	N/A	N/A
Mirror L C & V	Under warranty part/exchange required	Y/N	N/A	N/A
	Jnder warranty part not req'd	Y/N	N/A	N/A
l (	Out of warranty part required	Y/N	N/A	N/A
f' l(	Out of warranty part not req'd	Y/N	N/A	N/A
4. Ship	wrong address	Y/N	Limit	Range
1	Refused	Y/N	Limit	Range
1	Lost	Y/N	N/A	N/A
	Ship damaged	Y/N	Limit	Limit

FIG.79A

	missing components	Y/N	N/A	N/A
	Duplicate ship	Y/N	N/A	N/A
	Inventory	Y/N	N/A	N/A
1	Cancel order/shipment	Y/N	N/A	N/A
ship, stay in ware-	Transferred order	Y/N	N/A	N/A
	Never ship to customer	Y/N	Limit	Limit
6. Not	applicable	Y/N	N/A	N/A
7. Oth	er			

#### New rules:

- 1. Return type must be create in duplicate (pair) for Vendor & Customer (V & C).
- 2. Allow changes only of return detail on either V or C. One return detail must remain unchanged (crea
- 3. Return type can be different for vendor & customer on the same RMA.
- 4. Option to block use of any return type.
- 5. Original ship date as guide for proper selection of return type.
- 6. Create default setup initially.

Fig. 80

Fig. 80A

Fig. 80B

### Mfr. File Auto RMA Approval Automatic Approval Criteria

	type/Action C & V)	Return allowed	Open return allowed	Max time to return	Max time to Warranty service on-site	Max time to Warranty service off-site
1. Credit	Check	Υ	Y/N	Limit	N/A	N/A
	Credit card	Y	Y/N	Limit	N/A	N/A
	I Credit I memo	Y	Y/N	Limit	N/A	N/A
2. Excha Mirro	ange r C & V	Υ	Y/N	Limit	N/A	N/A
3.Repair/ (on/off s	•	Υ		Limit	N/A	N/A
Mirror C & V	Under warranty part/exchange required	Y	N/A	N/A	Limit	Limit
	Under warranty part not req'd	Υ	N/A	N/A	Limit	Limit
1	Out of warranty part required	Υ	N/A	N/A	N/A	N/A
Out of warrant part not req'd		Υ	N/A	N/A	N/A	N/A
4. Ship	wrong address	Y	N/A	Limit	N/A	N/A
	Refused	Y	N/A	Limit	N/A	N/A
	Lost	Υ	N/A	Limit	N/A	N/A
	Ship damaged	Υ	N/A	Limit	N/A	N/A

FIG.80A

	missing components	Υ	N/A	N/A	N/A	N/A
E	Duplicate ship	Υ	N/A	Limit	N/A	N/A
	Inventory	Υ	N/A	Limit	N/A	N/A
1	Cancel order/shipment	Υ	N/A	Limit	N/A	N/A
ware-	Transferred order	Υ	N/A	N/A	N/A	N/A
house	Never ship to customer	Υ	N/A	Limit	N/A	N/A
6. Not	applicable	Υ	N/A	Limit	N/A	N/A
7. Othe	er	Υ	N/A	Limit	N/A	N/A

#### New rules:

- 1. Return type must be create in duplicate (pair) for Vendor & Customer (V & C).
- 2. Allow changes only of return detail on either V or C. One return detail must remain unchanged (creation keys
- 3. Return type can be different for vendor & customer on the same RMA.
- 4. Option to block use of any return type.
- 5. Original ship date as guide for proper selection of return type.
- 6. Create default setup initially.

your return request(s) have been approved.

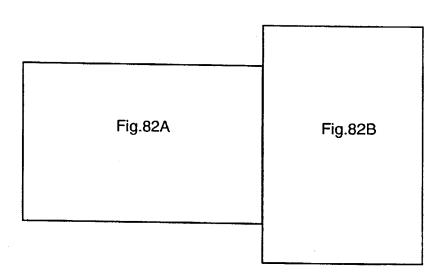
R-232421 is your RMA number.

Please remember to check replacement option when you are ready to submit your replacement order. If you want to exchange for a new product, please click Products below.

Please use the following links if you wish to leave the current screen and move on.

Home

Fig. 82



Pay	Recalc/Sets			<b>4   III</b>			-				<b>)</b>		1									Þ	
	25,636.00			2,	4,116,0	15,335.00		10,001	524.00	683,602.00	261,059.00		Customer					4,042.00 ORACLE		5,940.00 ORACLE		8,583.00 FIRST DEPOSIT	
2nd Qtr 1996	Amount Due	Amount Paid			• · · · · · · · · · · · · · · · · · · ·	<u> </u>	***************************************						Zip Net Sale	94086		94086		94065 4,042		94065 5,940		94105 8,583	
		Change End Date		use tax	2)	Sales to other retailers for purposes of resale	ood products	taxable labor (repair and installation)	ates Government	foreign commerce	uded an line 1		County	Sunnyvale		Sunnyvale 94086		Redwood City	:4,375.47; Taxes Billed: 333.47	Redwood City	: 6,430.05; Taxes Billed: 490.05	San Francisco	
	Period 4/1/96 - 6/30/96	(Char	Item	Purchases subject to use tax	Total (add lines 1 and 2)	Sales to other retaile	Nontaxable sales of food products	Nontaxable labor (rep	Sales to the United States Government	Sales in interstate or	Sales tax (if any) included on line 1		e City		Internal use : 845.50	1/96 Sunnyvale	หาคา use: 1,687.58		S		Ę		
TaxRegister	State CA		Line				***************************************						Ref Date	4/30	lute	5/31/96	lute	96/1/4 6666		96/1/4 8666	••••	96/1/4 2666	i.G

FIG. 82A

```
LINE
                           FORMULA OR FIELDS TO USE IN QUICK REPORT OF SALES TAX FILE
Line 1(Col4):_____GrossSale - PriceCredit
 Line 2(Col4):____InternalUse
 Line 3(Col4): Line1(Col4) + Line2(Col4)
 Line 4(Col3): Resale+ResaleAdjust
 Line 5(Col3): FoodProducts + FoodAdjust
 Line 6(Co13):_____ Installation
Line 7(Col3): GovernmentSale + GovernmentAdjus
 Line 8(Col3): OutOfState + OutOfStateAdj
 Line 9(Col3):______SalesTaxBilled
 Line 10a(Col3):______BadDebt
 Line 10b(Col3):_____ResoldIntUse
 Line 10c(Col3):______ReturnedItems
 Line 10d(Col3):_____ Discounts
 Line 10e box 60(Col3):___ not calculated
 Line 10e 61(Col3):_____Line 10e box 60(Col3)*0.8333
 Line 10f(Col3):_____Freight
 Line 11(Col4):_____Sum of Line4(Col3) thru Line10f(Col3)
 Line 12(Col4):_____Line3(Col4) - Line11(Col4)
 Line 13(Col4):_____Line12(Col4) * 0.06
 Line 14a(Col4):_____Line10e 61(Col3) + Line12(Col4)
 Line 14b(Col4):_____Line14a 61(Col4) * 0.0025
 Line 15(Col5):_____Not calculated
 Line 16(Col4):_____Line14a(Col4) + Line15(Col4)
 Line 17(Col4):_____Line16(Col4) * 0.01
 Line 18(Col4): _____ CountyTax (Register gets amount from sum of Col8)
 Line 19(Col4):_____Line13(Col4) + Line 14b(Col4) + Line 17(Col4) + Line 18(Col4)
Line 20a(Col4):______OutOfStatTxPaid
Line 20b(Col3):______CountyTaxableTt
Line 20b(Col4):_____Line 20a(Col3) * 0.0075
 Line 20c(Col3): _____ County Taxable Tt
 Line 20c(Col4):_____Line 20c(Col3) * 0.0075
 Line 21(Col4):____Line 19(Col4) - Line20a(Col4) - Line20b(Col4) - Line20ca
 Line 22(Col3):_____ Actual prepayment from 1st prepayment register.
 Line 23(Col3): _____ Actual prepayment from 2nd prepayment register.
 Line 23(Col4):_____Line22(Col3) + Line23(Col3)
 Line 24(Col4):_____Not calculated
 Line 25(Col4):_____Not calculated
 Line 26(Col4): _____Line23(Col4) + Line24(Col4) + Line25(Col4)
             Schedule A
 Line A1(Col4):_____Line16(Col4)
 Line A2/A3(Col4):____ GrossSale+InternalUse
 Line A4(Col4):____Line A1(Col4) - Line A2/A3(Col4)
 Counties(Col3):_____CountyTaxableTt
 Counties(Co16): Counties(Co13)
Counties(Co17): Tax Table
 Counties(Co18):_____CountyTax (Register gets from Counties(Co16) * Counties(Co17))
```

**FIG. 82B** 

Fig. 83

Fig.83A	Fig.83B	Fig.83C

	e-Term-Type	<del></del>		¥ Customer PO
13195		ORACLE		•••••
	•••••	C. RODRIGUE	· · · · · · · · · · · · · · · · · · ·	(415) 506-3209
Customer		(415) 633-2	***************************************	238078
Printed				(Temp24620-1) Approved
13204		FIRST DEP	•••••	
3/26/97		LINDA		(415) 222-7669
Customer	DS	(415) 278-6	045	19620-43935-N
Printed				(Temp24646-1) Approved
			IATERIALS	
3/31/97	<i></i>	Denise Fritse	eh	(408) 563-1240
Customer	• • • • • • • • • • • • • • • • • • • •			4500020574
Printed	STxPaid	AR Posted	5/8/97: fax	ed inv. list to denise. 5/
13261	• • • • • • • • • • • • • • • • • • • •	CHEVRON I	NFORMATION	TECHNOLOGY
4/3/97	N/30	Melane Nock	-Salgado	510) 842-0710
Customer	DS	510) 328-1	710	FSRA 2006326
Printed	<u>STxPaid</u>			(Temp24618-3) Closed: 6.
13300	• • • • • • • • • • • • • • • • • • • •	Gasonics I	nternational	
4/9/97	N30			(408) 570-7366
Customer		(408) 570-7		31646
Printed	STxPaid		R-264277XDN	1(Temp24712-1) Approve
13307			GENERAL COR	RP.
4/10/97	N30	WIN ROHDES		(415) 473-2061
Customer		(415) 327-3	961	86035
Printed	STxPaid			
13359		APPLIED M	ATERIALS	
4/17/97	N30	Denise Fritso		(408) 563-1240
Replacem	ent	(408) 563-5	504	4500020574
Printed	STxPaid		R-263744XSN	1(Temp24625-1) 6/6/5
	ions CHA	1 2		
	tDsply Sort	Sets	Search	New Records Ret
<b>◆</b> IIII				
	<del></del>			

MUS /ct Ta	tal PO- Invoiced	of 15258 (Sal	<del></del>	
M97-24620	<del></del>	Left to pay	Age	Frt-Tx-RMA
		Closed-Paid	. Age: 65	• • • • • • • • • • • • • • • • • •
1,634.43	:5/28/97 V: PAII			Out of state
4/11/97	. 3728737 Y. FAII	Z IIN FOLL		
	19620-43935-N	Class 4 Dail4	1. 70	In
469.81	469.81	Closed-Paid	Age : 36	.,
*********	/1/97 V: PAID IN			36.81
4/15/97	711771 Y. FAID IIY	- FOLL	***************************************	<u> </u>
	4500020574	Closed Best	470	140.16
	4500020574	Closed-Paid	Age : 70	. <del>,</del>
	[6,228.09 : 6/9/97 V: PAID			444.93
	on sys yet, needs denis			سسسسسن
	FSRA 2006326	Upen	Age: 379	1,569.79
251 ,936.83 P: 244 363 72	L: 4/18/97 V: P	AID IN FINE	. J	18,503.93
	······		/16/07	
	RP (Temp24618-2) Clo			
	31646	Closed-Paid	Age: 58	• • • • • • • • • • • • • • • • • • • •
184.42	184.42		. J	13.28
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	/6/97 V: PAID IN		***************************************	
	29/97:RMA involved n			<del></del>
	86035	Closed-Paid	Age: 25	•
304.72	304.71		. <b></b>	22.31
r:304./1 L:5	/5/97 V: PAID IN	FULL		<u> </u>
	-		<del>-,</del>	·
	4500020574	Closed-Paid	Age: 56	
4,551.71	4,551.71		. <b></b> .	344.60
~~~~~~~~~	6/12/97 V: PAIL			<u> </u>
r: aonna will CM-	13231-1-73 \$4500.72	2 INY\$4551.71 to	deduct fron	n inv and pay the
	· 7	-	-	·
To E. ✓		Total & Collect	t][Note	s De-I
リ 連 PelatedSw	itch QuickSwitch	Searc	hoe	Po

					量凹
Credit	summary			-, - 	4
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nise	,,		***************************************	***************************************	
					
-1453	-> Stacia Goldstei	in 510-842-2660	. left msa. 4/	11/97: ←m	3i7 to 1
				•	•
					.
************	********************************			*******************************	
it was c	ourtis ' fault.				
		***			1
		•		•	1
••••••	24*****************************				
					1
					- 1
:			~~~		
differe	nce (\$50.99) R	-263744XSM / T	emo24625-1 6	14/97 · donn	a otu d
differei	nce (\$50.99.) R	-263744XSM / T	emp24625-1 6	/4/97: donn	a qty A
differer	<u> </u>	-263744XSM / 7	7	14/97: donn	a qty A
sue	Sales Adj	Historical O	7	1/4/97: donn	a qty f
	<u> </u>	<u></u>	7	/4/97: donn	a qty f

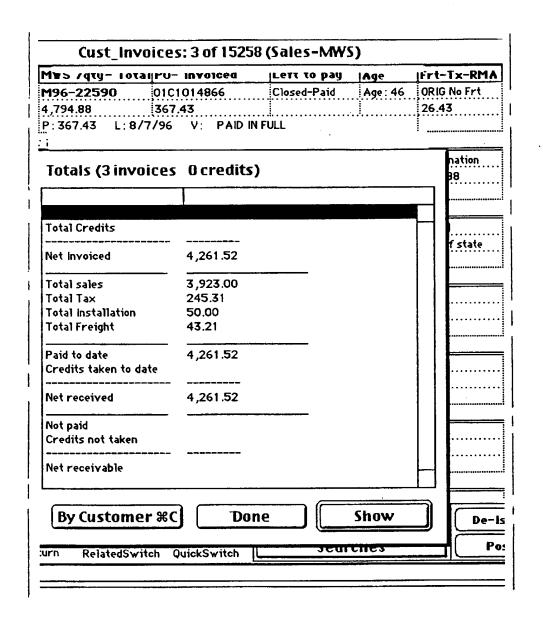
FIG. 83C

Fig. 84

Fig.84A	Fig.84B	Fig.84C

Invoice-Date-Term-Type	Customer	¥ Customer P(
10840	SILICON GRAPHICS IN	С
6/22/96 N30	ACCOUNTS PAYABLE	(415)933-6381
Customer	(415)961-1351	01C101486
Printed	R-250572RP	(Temp22590-1) Approve
10843	FIRST DEPOSIT	
6/22/96 N30	LINDA	(415) 222-7669
	·	16790-32726-2101
Printed		***************************************
10844	ORACLE	
6/22/96 N45	C. RODRIGUEZ	(415) 506-3209
*	(415) 633-2945	20911
Printed		
Options GA		

FIG. 84A



Credit	summary			7
				<u> </u> ;
				ľ

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<u>.</u>				
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	***************************************		~~************************************	
				1
************			***************************************	
***********		*************		
			-	
sue	Sales Adj	Historical	On	i
it	Recalc	Delete	\neg	L

FIG. 84C

705/431

Fig. 85

Fig.85A	Fig.85B	Fig.85C

706/43)

Invoice-Date-Term-	Гуре	Custome <i>r</i>		¥ Customei	r P
10840		SILICON GRAP	HICS INC		
6/22/96	N30	ACCOUNTS PAY	<i>.</i>	(415)933-638	Ι
Customer		(415)961-1351	:	01C101	
Printed		R-2	250572RP (Tem	p22590-1) App	FOY
10843		FIRST DEPOSI	r		
6/22/96	N30	LINDA		(415) 222-766	9
Customer		(415) 278-6045	1	6790-32726-2	
Printed					
10844		ORACLE			
Customer	Count	Total Invoiced	Total Credits	Net Invoiced	Sa
ORACLE	1	1,050.21	0.00	1,050.21	
SILICON GRAPHICS INC	1	367.43	0.00	367.43	
SILICON GRAPHICS INC	1	367.43	0.00	367.43	
SILICON GRAPHICS INC	1	367.43	0.00	367.43	-
SILICON GRAPHICS INC	1	367.43	0.00	367.43	
SILICON GRAPHICS INC	1	367.43	0.00	367.43	
SILICON GRAPHICS INC	1	367.43	0.00	367.43	
SILICON GRAPHICS INC		367.43	0.00	367.43	
SILICON GRAPHICS INC	1	367.43	0.00	367.43	
SILICON GRAPHICS INC	1	367.43	0.00	367.43	
SILICON GRAPHICS INC	1	367.43	0.00	367.43	
	BA CH	367.43	0.00	367.43	
Options FastDsply	BA	367.43	0.00	367.43	

FIG. 85A

Mys /	дту- гота	ปรากา เกรา	rced L	ett to pay.	Age	JFrt-Tx-RMA
M96-2	2590	01C10148	366 C	losed-Paid	Age : 46	ORIG No Frt
4,794.8	18	367.43				26.43
P: 367.	43 L:8/	7/96 V:	PAID IN FUL	L .		
i			<u></u> .	:		
						nation
						38

						ļ
total	Tax total	Inst total	Freight total	Paid to date	Credtis tak	en Net receive
07.00	0.00	0.00	43.21	1 ,050.21	0.0	
41.00	26.43	0.00	0.00	367.43	0.0	00 367.4
			· · · · · · · · · · · · · · · · · · ·			
				>30 %3	>60	36
			<u>_</u>	700 110	تعنا ر	
				<u> </u>		

						De-
				JEUI		. P

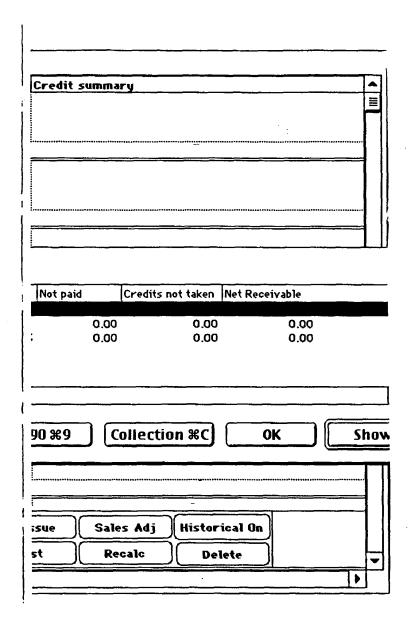
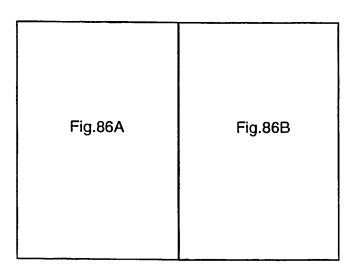


FIG. 85C

Fig. 86



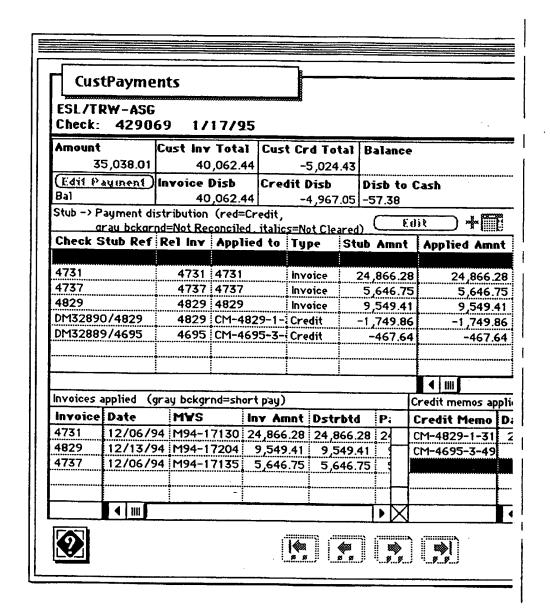


FIG. 86A

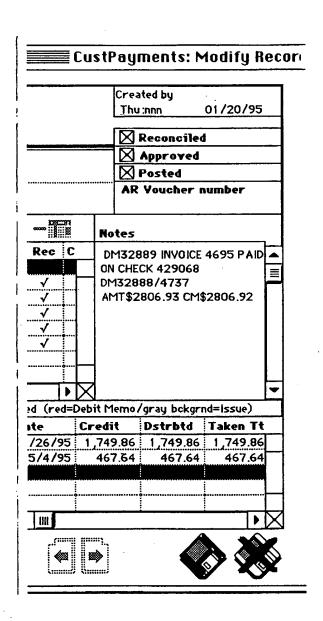


FIG. 86B

Fig. 87

Referenc	e red=uni	reconciled	Customer		
429069	Check	Reconciled	ESL/TRW-ASG		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,
430068	Check	Reconciled	ESL/TRW-ASG		
095150	Check		NETWORK GENER	AL CORP.	
00002354	15Check		PACIFIC BELL LO	S ANGELES	
0613394	Check		Symantec Corpor	ration	

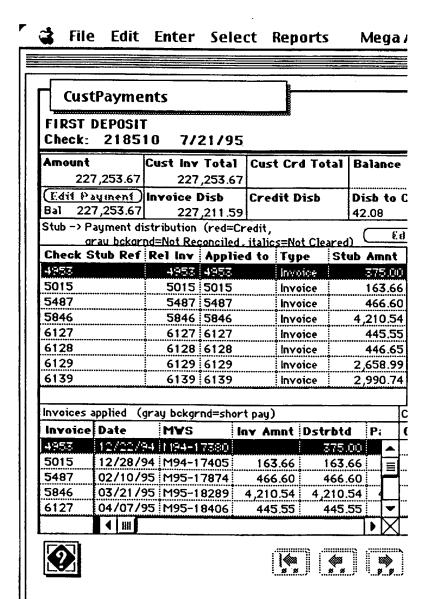
i_					
<u></u>					
	Sort	1 2 Sets	Search	Total	Return Re

FIG. 87A

Discrepency Ama	unt red=customer o	wes
.01 Over Credit		
	-57.38 IntCred	57.37 BadDebt
8.68 Over Credit		
	-8.69 IntCred	.01 BadDebt
443.25 Over Credit		
734.59 Over Payme	nt Closed	
8,508.05 Over Cred	lit	
		- 111111
***************************************	***************************************	
	-	
***************************************	***************************************	
**************************************		***************************************
	_	
R)	Options	
	•	•
tedSwitch QuickSw	ritah	

Fig.88

Fig.88A	Fig.88B



0

FIG. 88A

2.17/431

Activities	
	CustPayments: Modify Record
	Created by
	Thu:nnn 07/24/95
	Reconciled
	Approved
·	⊠ Posted
ash	AR Voucher number
4311	The vocation in the same of th
No	·
	otes .
Applied Amnt Rec C	
375.00 √ ▲	
165.66 ¥ ■	
4,210.54 ✓	
445.55 ✓	
446.65 √	
2,658.99 √	
2,990.74	
4 m	
redit memos applied (red=Debit M	
redit Memo Date Credi	it Dstrbtd Taken Tt

4 1111	
(10000 0000)	
: "Y1: : '\$200:::::10009':	

FIG. 88B

Fig. 89

Fig.89A	Fig.89B	Fig.89C

oice	-pay	-ven/ter	ms li	n –En	-Rv	MYS	/qty	- cost	F	O -billed
237	969		1	0/3/9	96	●INVE	NTORY	4		
	HDAT		1	0/7/9	96		5,600	.00	İ.	5,600.00
TEC	HDAT	<u> </u>	N30 1	1/26	/96	P:5,€	00.00	L:5	,600	.00 12/5/
				AP Pos						
0-011	38-2	1		2/5/9	7	M97-	24410	1		24410
Mic	roD							9		
Mic			N30 2	2/7/9	7	P:41	.69 L	.: 41.69	9 3	/5/97 #9
				AP Pos						
36139	711			2/10/	97	Multip	ole	8	<u>I</u>	
DEL	JTSCI	IE-PLS								6,441.52
Mic										
							r. \$35			
I -38 2	82-1	1		6/5/9	7	Multip	ole	10)	
Me	risel			5/9/9]	777.4			777.43
Mer	isel		N30	6/6/9	7	P:77	7.43	L: 777	.43	7/25/97
5-325	64-1	1		6/1/9	7	M97-	24919	1		24919
Me	risel			6/9/9	7		360.	24	İ.	360.24
Mer	risel		N30	6/6/9	7	P:36	0.24	L: 360	.24	7/5/97
12				5/21/	97	Ехреп	ses			
XLA		ELEC		6/10/	97				İ.	900.00
IAN	HER EL	.EC	N30	വ /വ	/00	: 0 . 00	0.00	1 . 000	00	6/19/97

ext payment	Status-problem	RMA -Vcredit	Disc-Dt-\$-L
	Paid-Ord		10/3/96
			Ayail:
9157 R: mul	tiple V:	<u>.</u>	
	Paid-cRMA-BC	D 257420CB	0 /F /07
• • • • • • • • • • • • • • • • • • • •	Faid-cki H-BC	R-257429CR 50-04042-11	2/5/97 Avail:
R:multiple V		\$41.69	į
I. Maripie			; A
	Paid-Cred-BC		2/10/97
		Multiple	Avail:
372 R: multi	ple V:	\$225.11	
	Paid-Cred-BC		6/5/97
• • • • • • • • • • • • • • • • • • • •		iliania.	Avail:
8 R: multiple			
	Paid-Ord		6/1/97 Avail:
R: multiple	J		MYAII.
K: multiple	V;		<u>.</u> R
	Paid-NR		5/21/97
	Building maint		Avail:
9 R: multiple	<u>V:</u>		: : : :
			
		Total Billed	Ren
り。些			l liei
		Need to pay	1 ~

FIG. 89B

st Inv Stats	Review Status	Date -	Pau -	Youcher
	[Ord]	 	5,600.00 -	
12965	[Cred]	3/7/97 - 4	11.69 -	
Multiple	[Cred]	3/5/97 - 6	5,441.52 -	
Multiple	[Ord]	7/5/97 - 7	777.43 -	
13535	[Ord]	7/1/97 - 3	360.24 -	
No Invoices	[[rx]]	6/20/97 -	900.00 -	
		<u></u>		
PrePaid	Act Distrib			
ical On	Set Partner	s Acts		

FIG. 89C

Invoices: U	0 Pu	Pare	מישקטו ווואמורבא	>	2	T-4-1 1-11-1) 	4 1 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	ŀ
2010	2	ا مامد	JORNIA	٠.,	IIIV VAILE	10(4) Dilleg 14X	XP!	rreignt	<u>-</u>
***************************************					***************************************				Ÿ
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								7	
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				•••••		0		•	
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			******	•••••					_
	■								X
+	ete								
)		

FIG. 90

Fig. 91

Fig.91A	Fig.91B	Fig.91C

Vendor	D-000			ost of goods : RMA on inv	Invoice No
Merisel	Paye Meris		U ON-INY	KITA OB INV	11-14146-11
Multiple M97-24858	2 Customer	Total Billed	Freight In	Freight Out	
M97-24859	Customer	Net Billed 11,184.50	Net Credit	Net Purch 11,184.50	VenTerms N30
	F	Reconcile	d-		Status
MYS	Vem Ot	Cost/Total	Price/Total	Description	
M97-24858	M T e O	2,000.00 2,000.00		EQUIUM 6200D DESKTOP	PPRO 2.95GB
M97-24859		2 4,335.00 8,670.00	4,661.00	TECRA 730XCE	
M97-24859	ΜT	217.00	242.00	BATTERY LITH & T700 SERIES	ION T730 720
	e 0	434.00	484.00	& 1700 SERIES) IECKA
L		Com	ments		•
⊠ PreAppr	vd 🕅 🗛				
	ey Yords	7			
Reset	Keche	ck Rcvd			···

FIG. 91A

	Pay	mer	nt Sch	edule	
Search	Inv Date		1	Rcvd.	
	5/15/97		5/21/		<u> </u>
nterest	Misc.		1	⊠ Paid	
1ega Youc	her No		A	84.50 a PAY	
	***************************************		Next	Pymnt	
RMA/OD	RD/SD	Cı	ıst İnv	Cust/	l Terms
	5/16/97	13	462¶	SILICON	N GRAPHICS INC
5/16/97	5/16/97			CreditC	Card
	5/19/97	13	468¶	SILICON	GRAPHICS INC
5/15/97				CreditC	Card
	5/16/97	13	5468¶		N GRAPHICS INC
5/15/97	5/19/97			CreditC	Card
	***************************************				***************************************
	<u> </u>			 	
					1
]

FIG. 91B

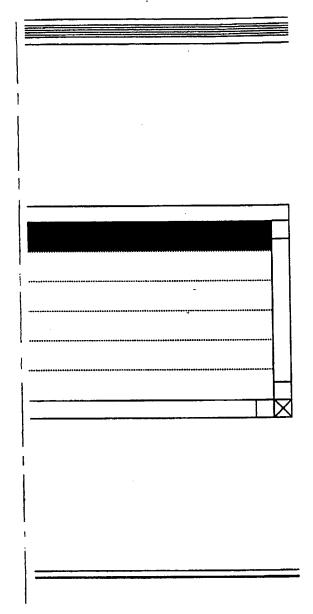


FIG. 91C

	Daily Vendor Verification	
Found	10/16/97 3:13PM	Done
62	Miscelaneous invoices (includes pre-approved)	
	Clean with RMA full credit) - cRMA	
2	Clean with Credit Memos (not RMA) - cCred	
 	Clean reconciled by Credit - cRBCr	.
11	Clean inventory - clnvent	
!	Clean internal use - clnt	
11	Clean manually reconciled - cMan	
3	Clean replacements - cRpl	
0.4	Clean drop shipments - cDS	
11	Completely Clean invoices - cC	
53	Total clean invoices	
2	No MWS - NoMWS	
1	Not reconciled (includes pre-approved) - NR	
	Replacement/RMA without credit - Cred	
	Not received discrepencies - Rcvd	
\ \	Not shipped discrepencies - Shpd	
	No customer invoices - CustInv	
8	Freight/tax charges - FrTx	
11	Order date discrepencies - Ord	
	Cost/Price discrepencies - CP	
99	Total invoices with discrepencies	
120	Not reconciled (not including pre-approved)	
86	Reconciled	
	Pre-approved	
	Approved	
7	Scheduled	
215	Total not paid	
4		
Reve	rify Print Cancel Sh	ow)

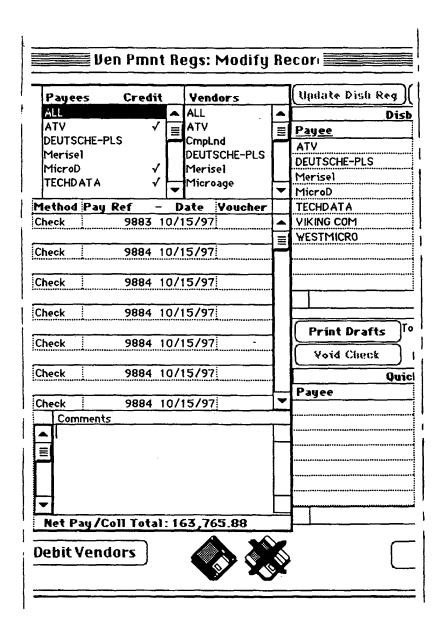
227/45,-

FIG.92

Fig. 93

Fig.93A	Fig.93B	Fig.93C
---------	---------	---------

AGILL	mnt Re	-y3				Approx		! >==	ybbr.osc
	unt Rate	e	Disc			Paid/P	'osted	I —	teod (line
Register				Total In					ster has been
	10/15/	/97		Total C				paid	and cannot be
Count		I K Z .				,765.88			Notes
(Mov			credit	Reconci				<u> </u>	
Payee	Vendo	r i	Invoice						Amount
ATV	ATV			284647	22	2,401.25	10/2	2/97	22,401.25
DEUTSCHE-	LI CVAIRIES	, :		1894476	<u> </u>	516 60	10/1	6/97	516.60
DEU I SCHE	TESTIME	``````````		1034470	i		<u>;</u>	3	310.00
DEUTSCHE-	-F SYNNEX	ζ .		1897681	1	.109.00	10/11	8/97	1,109.00
	***************************************				, i		^		i
DEUTSCHE-	-f MicroD		23	34107611		530.60	10/1	5/97	530.60
									,
DEUTSCHE-	-f[MicroD	<u></u>	23	34107621	<u> </u>	170.28	10/1	5/97	170.28
DELITOCUE	F. N. 42 D	. :		74117011	: .	. E70.61	10/11	E /07	1,530.61
DEUTSCHE	-rimicrou	i		34117011	i	,530.61	10/1	3/31	1,050.6
DEUTSCHE-	-F MicroD		23	34912611		.431.80	10/1	6/97	1 ,431 .80
Invoice co		•							169,158.72
Payee	Vendo	r	Credit	Memo	Total	Credit	Date		Credit
TECHDATA Multiple	TECHD	ATA I	2.	-8285701		934,00	4/	2/97	934.00
TECHDATA	TECHD	ATA	2-	-8662409		96.00	9/2	9/97	96.00
Price Pro									·····
TECHDATA		ATA	2·	<u>-8666105</u>	<u> </u>	<u>1 ,410.00</u>			1,410.00
Credit cou	nt 18			Recon	ciled		Total C	redit	5,392.84



:				
Payable)		
ursement				
Ref/Chk			Date	
	20,619			
}	7,303. 3,073.	46		
ļ				
 	3,857.			
ļ	123,609 1,140.			
<u>.</u>	4,162.		***************	
	7,102.	· · · · · ·		
	,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		**************	
	***************************************	••••••••••		
		<u></u>		,
apply quick drag to t		Pr	int Che	cks
				1
Disburseme		<u> </u>	rint Ch	**¢k
k Checks	(orphan	5)		reck
<u></u>	(orphan	5)	Date	*ck
k Checks	(orphan	5)		**ck
k Checks	(orphan	5)		neck
k Checks	(orphan	5)		eck
k Checks	(orphan	5)		······································
k Checks	(orphan	5)		ieck_
k Checks	(orphan	5)		ieck .
k Checks	(orphan	5)		ieck
k Checks	(orphan	5)		ieck
k Checks Ref/Chk	(orphan	5)		erck_
k Checks	(orphan	5)		erck _
k Checks Ref/Chk	(orphan	5)		erck_

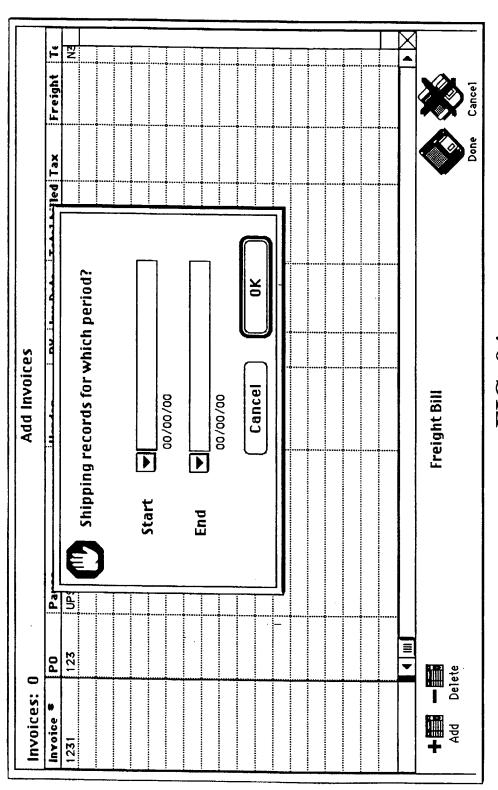
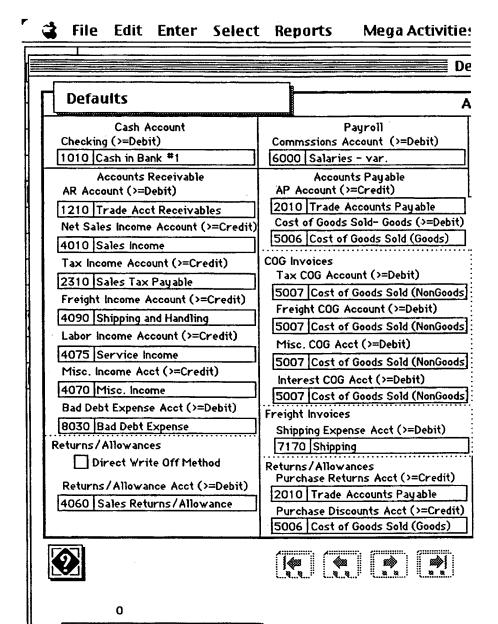


FIG. 94

Fig. 95

Fig.95A	Fig.95B



Accrued Expense act is under here for possible future use - ungroup

FIG. 95A

aults: Modify Record			
dures. Mounty necorus			
counting Setup		······································	
Credit Card (AR) Credit Card Expense Acct (>=Debit) 7410 Bank Charges Cr Card Accrued Income Acct (>=Cr]		GL Closing Earnings (>=Credit) rior Year's Retained Earning
Accrued AP Account (>=Credit) 2050 Accrued Payable Multi accrued payable - (]		Check Amnt Pad
xpense Invoices Tax Expense Account (>=Debit) To expense Freight Expense Account (>=Debit)		Expense	
To expense Misc. Expense Acct (>=Debit) To expense		xpense xpense	
nterest Expense Acct (>=Debit) To expense	×.	×pense	•
MEGA RMA INVENTORY MEGA RMA INVENTORY MEGA RMA INVENTORY MEGA RMA INVENTORY MEGA RMA INVENTORY Merchandise Inventory (>=Debit)			

FIG. 95B

ChartOfAccnts: Modify Records	ode IIP	Code 4010 Account Sales income	type Revenue	○ Debit to Increase ● Credit to Increase Details Switch Setup		
	Fianancial Code	Account Code	Account type			

Fig. 97

Fig.97A	Fig.97B

Acct Code	Account Red = not opened	Account Type
3A 1010	Cash in Bank #1	Asset
3A 1210	Trade Acct Receivables	Asset
3A 1220	Notes Receivable	Asset
3A 1240	Other Receivables	Asset
3A 1250	Employer's Loans and Advances	Asset
3A 1410	Merchandise Inventory	Asset
3A 1510	Prepaid Expense	Asset
3A 1520	Pepaid Fed. Corp. Tax	Asset
3A 1530	Prepaid Franchise Tax	Asset
3A 1610	Furniture and Fixtures	Asset
3A 1620	Office Equipment	Asset
BA 1630	Class Room Equipment	Asset
3A 1640	Vehicles	Asset
3A 1650	Leasehold improvement	Asset
3A 1710	ACC. Depreciation - F&F	Contra Asset
3A 1720	Acc. Depreciation - Office Equip.	Contra Asset
BA 1730	Acc. Depreciation - Class Room	Contra Asset
BA 1740	Acc. Depreciation – Lease Hold	Contra Asset
BA 1750	Loans to Shareholder	Asset
BL 2010	Trade Accounts Payable	Liability
BL 2020	Auto Loan - Current	Liability
BL 2030	Loans Payable	Liability
BL 2040	Interest Payable	Liability
BL 2050	Accrued Payable	Liability







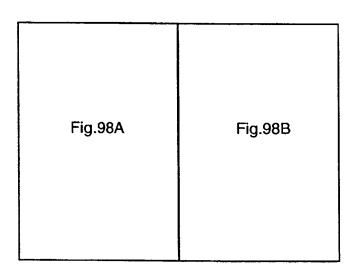


FIG. 97A

increase	Decrease	Balance
ebit	Credit	644,025.30
Debit	Credit	855,100.21
Debit	Credit	
Debit	Credit	
Debit	Credit	
Debit	Credit	15,569.00
Debit	Credit	
Debit	Credit	
Debit	Credit	
Debit	Credit	
Debit	Credit	
Debit	Credit	
Debit	Credit	
Debit	Credit	
Credit	Debit	
Credit	Debit	
Credit	Debit	
Credit	Debit	
Debit	Credit	
Credit	Debit	
Credit	Debit	
Credit	Debit	
Credit	Debit	
Credit	Debit	



Fig. 98



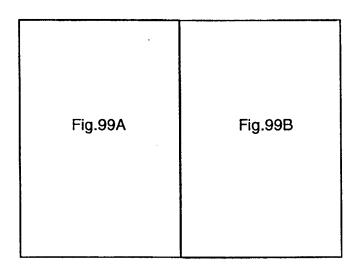
	ChartOfAccuts: M
	Cliar (OTHECATS: M
	OfAccnts Ban
Fianancia	Code IP
	t Code 4010 Account Sales Income
Account	t type Revenue
Date	Account Titles and Explanation
5/14/97	Net sales for 5/14/97
4/10/97	Net sales for 4/10/97
4/11/97	Net sales for 4/11/97
4/11/97	Net sales for 4/11/97
6/10/97	Net sales for 6/10/97
	'
'	ı
2	

FIG. 98A

ccount	Credit card account			
	O Debi	t to Increase . (Credit to Incre	
Ref	Debit	Credit	Balance	
547		27,854.00	27,854.0	
\$54		30,791.37	58,645.3	
556		42,015.00	100,660.3	
557	<u> </u>	635.00	295.3 ,295	
559		115,568.00	216,863.3	
	ļ			
	<u> </u>			
<u> </u>				
ļ				
	 			
<u> </u>				
 				
	 			
i	C	urrent ballance	216,863.3	
			A •	
⇒				

FIG. 98B

Fig. 99



Accts_Rcvable			Customer
Company Name: ORACLE			
Receivables Acts		Set Def	Freight Income
Accounts Receivable (>=	Debit)	仓	Freight Ac
✓ Trade Acct Receivables	••••••	₹	✓ Shipping a
Sales Income Acts	v	Set Def	Labor Income
Sales Acts (>=Credit)		仓	Labor Acts
✓ Sales Income		₽	✓ Service In
Tax Income/Payable Acts		/ Set Def	Misc. Income
Tax Acts (>=Credit)		仑	Misc Incon
✓ Sales Tax Payable	4	+	✓ Misc. Inco
	*************	『心一 】	

FIG. 99A

Setup						
	Compan Oracle	y Code:	Seq.	1	les Rep .CASTR	
/Payable Ac		√ Set Def		1		企
s (>=Credi d Handling	t)	알				
		℧ ━				₽.
°ayable Acts		√ Set Def		<u></u>		
(>=Credit)) 	쇼		Open	Accou	int
ome	••••••	 +				

cts		√ Set Def				
: Acts (>=		公				
16				Credi	it Card	Acct
				_		
***************************************		₽ -		Inven	tory A	
*						

FIG. 99B

Fig. 100

Fig.100A	Fig.100B

Account	(Red = Not approved)	GL Act
BEEBOY FILE		
NAVAL SUPPLY CENTER	-	
WATKINS JOHNSON		
NASA AMES RESEARCH CENTER		
CITY OF MOUNTAIN VIEW		
UNITED AIRLINES		·
Symantec Corporation		-
ORACLE		Sales Income
Silicon Systems)
US2 NAVAL WEAPONS STATION CA		
PAC BELL EDI		
Goldman, Sachs		
Delete Sort S	iets Search	Get Inventory Get Credit Card
Delete SOFT S	Sets Search	Oct ci cuit cui u

FIG. 100A

urrent Balance	30	60	90
	***************************************	o	
222,304.12			
7,553.00			
104,288.00			
623,510.96		·	
763,048.50			
4,372,277.53			
499,156.82			
13,239.00			
133,896.08			

FIG. 100B

Fig. 101

Fig.101A	Fig.101B

T	Accts	_Rcvabl	e			Occupting
- 00000						Accounting
Con OR A		Name:		·~ ·~···		
Dat	e	Account	Titles	and Exp	lanati	on
4/	10/97	Customer	Invoice	13308 is	sued	
4/	11/97	Customer	Invoice	13320 is	sued	
4/	11/97	Customer	Invoice	13326 is	sued	
			····	· · · · · · · · · · · · · · · · · · ·		
						
	·	-				
		 				
						
		 				
		-				
		 				
		 				
		_ 				
Ad	dress	e <i>5</i>				
Df	Type	MYS Com	pany r	ame		Contact
		ORACLE				
		ORACLE			ļ	
<u> </u>	Tha A	ODACIE				
			<u> </u>	Notes		De

FIG. 101A

odify Re	cords 🚃					
Inform						
	Oracle	de:	Seq*: 123		les Rep Co .CASTRO	ode:
Ref	Debit	Credi	t ·	Balai	nce	企
554	2,294.90				2,294.90	o ≣
558	378.88				2,673.7	- 6666
556	38.97		-		2,712.7	5
· <u> </u>						
-						_
·						
			·····			_
_						
						_
						-17
	Curr	ent bal	llance		2,712.75	
						-1
Address 1	<u> </u>		(City	-	む
500 OR ACLI	EPARKWAY		F	Redwoo	od City	=
500 OR ACLI	EPARKWAY				od City	
E00 00 401	L D YDNM YA			<u> </u>	4 624	
ete (Duplicate		Edit	\supset (Add	
	AR Subledger	Se	etup			

FIG. 101B

Fig. 102

253/43/

Accts_Payable		Partner GL Setu
Partner Name		Partnei
ngram MicroD		MicroD
Accounts Payable (>=Credit)	√ Set Def	Accrued Payables (
✓ Trade Accounts Payable	<u></u>	✓ Accrued Payable
	- + 	***************************************

COG Accounts (>=Debît)		\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\
✓ Cost of Goods Sold (Goods)	(√ Set Def	COG Misc. Account:
4 Cost of coods 30id (Goods)		Y Cost of Goods Sold
•••••••••••••••••••••••••••••••••••••••		
	□ 0 - 	
COG Tax Accounts (>=Debit)	√ Set Def	COG Interest Accou
✓ Cost of Goods Sold (NonGoods)	Û	✓ Cost of Goods Sold
***************************************		***************************************
		•
	□	
COG Freight Accounts (>=Debit		
✓ Cost of Goods Sold (NonGoods)	<u></u>	

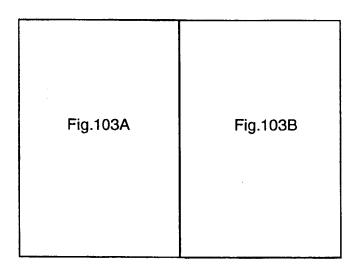
test		
	8 8	

FIG. 102A

·	⊠ Approved
Code Credit Payee MicroD	□ Vendor □ Manufacturer
=Credit) (√ Set Def)	□ Carrier ☑ Payee
(>=Debit) (√ Set Def)	Cost of Goods Payee
NonGoods)	State Tax Payee
Debit)(√ Set Def)	Reserved space for more expense payees
(NonGoods) ① The state of the	Äutometic Invoice
Open Account Reset Defaults	○
	tup U

FIG. 102B

Fig. 103



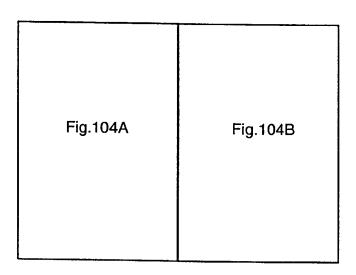
Code	Partner Name	Red= BaseLine vendor
MicroD	Ingram MicroD	
Apr Apr	rvd (800) 274-4800	🛛 Ven 🗌 Mfgr 🔲 Car 🔯 Payee
CmpLnd	Computerland	
Apı	rvd (800) 354-9368	🛛 Ven 🗌 Mfgr 🔲 Car 🔀 Payee
Merisel	Merisel	· · · · · · · · · · · · · · · · · · ·
Apı	rvd (800) 462-5241	🛛 Ven 🔯 Mfgr 🔲 Car 🔯 Payee
1ega <u>1</u>	Mega Network, In	
Apı	rvd (408) 730-9138	🛛 Ven 🗌 Mfgr 🗌 Car 🔯 Payee
VordMarc	, .	national Corporation
⊠ Apı	rvd 800-835-2400	∨en Mfgr Car Payee
· · · · · · · · · · · · · · · · · · ·	RL MICRO CENTRAL,	
Apı	rvd 800-836-4276	🔀 Ven 🗌 Mfgr 🔲 Car 🔀 Payee
VMI,	YMI CORP	
∏ Apı	rvd 408-745-1700	🛛 Ven 🗌 Mfgr 🔲 Car 🔯 Payee
IBM	IBM CORPORATIO	
	rvd 408-452-4810	🔀 Ven 🔀 Mfgr 🗌 Car 🔀 Payee
ice	International Con	
Apı	rvd (800) 659-4244	▼ Ven
compag	combad	
	rvd (800) 231-9977	✓ Ven
WARDBAG		
	rvd (408) -262-2111	
AZERTY	AZERTY INC.	Van Mfar Car Pausa
	Delete/Maint Sets	Search New Records R

FIG. 103A

	1065 of 1065	1	
Accounts payable	Acrued payable	lotal payable	Accrued Invoic
		<u> </u>	l
Expense 🛭 COO	Cost of Goods Sold	l (Goods)	
Expense 🔀 COO	Cost of Goods Sold	(Caada)	L
Trybeine Mood	Cost of Goods 3010	(00003)	
Expense 🛛 COO	Cost of Goods Sold	l (Gaads)	l
		(00005)	, , , , , , , , , , , , , , , , , , ,
Expense 🛭 COO	Cost of Goods Sold	(Goods)	
···			
Expense 🗌 COO			
····			
Expense 🛛 COG	Cost of Goods Sold	(Goods)	· · · · · · · · · · · · · · · · · · ·
Expense COG		[l
🗌 Expense 🔀 COG	Cost of Goods Sold	(Goods)	
,,,, ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,			
Expense 🛛 COG	Cost of Goods Sold	(Goods)	
			
Expense 🔀 COG	Cost of Goods Sold	(Goods)	<u> </u>
Expense COG			
Funanca D COG	Cart of Goode Cald	(Goode)	
	Vendors Locked		
	Approve	Options	
n QuickSwitch	<u> </u>		

FIG. 103B

Fig. 104



Heets	_Payable ·	Partner Acc
Partner N	ame	
ngram Mi	croD	
Date	Account Titles and Explanation	n
3/27/96	To record received items without in	nvoice.
	-	
· · · · · · · · · · · · · · · · · · ·		
·		

FIG. 104A

260/4)5

tner (Code	Credit Payee		
roD Ref	Debi	MicroD		n 1
	vebi			Balance
560		3,6	61.53	3,661.53
┼	_			
+				
 				
1				
<u> </u>				
_				
	Acci	rued payable ba	lance	3,661.53
l		nt Accounts Pa	_	11,632.14
	r.	urrent Total Pa		15,293.67

FIG. 104B

FIG. 105A

FIG. 105A

172.413								Ven	Ven_Invoices: 1 of 26071	1 of	26071
C	Invoice -	pay -ven/terms	_	MWS /qty	- cost	PO -billed		ext p		atus-pi	oblem
Vendor Payee Invoice No Vendor Payee Invoice No Vendor Acc A	35245 F:: ACE ACE	N30						ν (δ. Σ		id-NF	
Vendor RMA Payee Invoice No			-								3524
To Balance cDebts = Credits = (Total Invoiced + Adamonto in the Community of the Increase Entertainment (manual distributions Propie							rendor CE		Payee ACE	Invoice N 35245	<u>ó</u>
Type Account Distributions Account Distributions Distr]-	o Balance	< Debits	= Credits = (Total i	nvoiced + A	(djAcr)>
Account Distributions Account Distributions Distribution			}								
Type Account Decrease Entertainment (manual distribution) Decrea					•		ccount [istributi	SUS		
Net Increase Entertainment (manual districtions)		•••••••••••••••••••••••••••••••••••••••				<u></u>		Account			Debit
Options Exclusive CBA Sort Sets Find New Records Return RelatedSwitch QuickSw								ncrease	Appeirs the Contaction	1	790.00
Options Exclusive BA Sort Sets Find New Records Return RelatedSwitch QuickSw							10	ncrease	intertainment (man	nual distr	360.00
Net Increase Stationary and Supplies (man AP Increase Janitorial Expense (manual di AP Increase (manual di AP Increase (manual di AP Increas					:	2		ncrease (Antract Labor (ma	nual distr	2,500.00
Options Exclusive CBA Tate South Payable Call C			A	***************************************	***************************************	2		ncrease 5	tationary and Supp	plies (man	450.00
Options Exclusive CBA Increase Trade Accounts Paya Increase Trade Accounts Paya Options Exclusive CBA Image Im						Z		ncrease	anitorial Expense (manual di	900.00
Options Exclusive CBA Tag Tag Tag Tag Tag Tag Tag Tag Tag Tag						∢		ncrease 1	rade Accounts Pay	/able	
Options Exclusive CBA Tag Tag Tag Tag Tag Tag Tag Tag Tag Tag											
Options Exclusive CBA Tag Tag Tag Tag Tag Tag Tag Tag Tag Tag			>			V	Û			·	
Options Exclusive CBA 1=2 Q											
Vendor RMA Sort Sets Find New Records Return RelatedSwitch		Options Ex				(+ <u>*</u>	_ <				
	Oupes	☐ Vendor RMA			Find	New Records			elatedSwitch		witch
	亞				C00004						

FIG. 105A

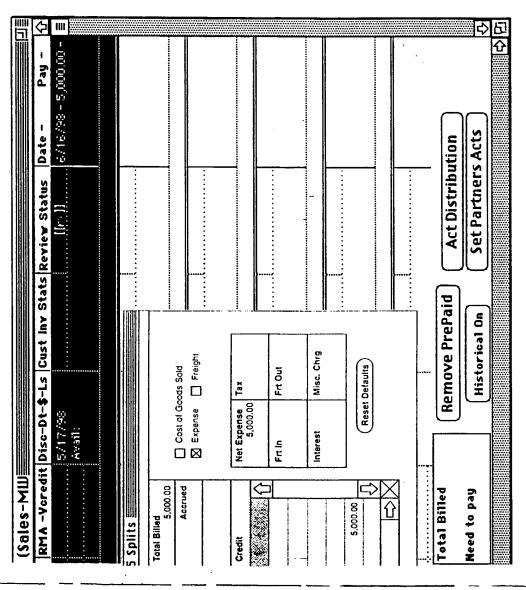
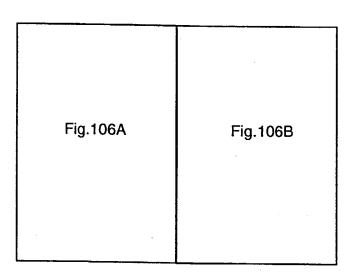


FIG. 105B

Fig. 106



		ournal: 58
	Date	Account Titles and Explanation
548	5/13/97	Cash in Bank #1
546		Trade Acct Receivables
548		To record cash received to AR 5/13/97
547	5/14/97	Trade Acct Receivables
547		Sales Income
547		Sales Tax Payable
547		Shipping and Handling
547		To record Customer Invoices issued 5/14/97
548	5/15/97	Cash in Bank #1
548		Trade Acct Receivables
548		To record cash received to AR 5/15/97
549	5/19/97	Cash in Bank #1
549		Trade Acct Receivables
549		To record cash received to AR 5/19/97
\$50	5/23/97	Cash in Bank #1
550		Trade Acct Receivables
550		To record cash received to AR 5/23/97



Cash Ropts Jrni





₩

FIG. 106A

	Post Ref	Debit	Credit
	1010	1,919.84	
	1210		1,919.84
_	1210	30,183.75	
	4010		27,854.00
	2310		_ 2,298.98
	4090		- 30.77
	1010	74,615.40	
_	1210		74,615.40
-	1010	59,649.38	
_	1210		59,649.38
	1010	11,804.31	
	1210	11,804.31	11,804.31
	I		Sor
	RelatedS	Swițch Quick	Switch Show

FIG. 106B

		General Ledger	dger			
Date	Accou	Account Title and Explanation	Post Ref Debit	Debit	Credit	
						L
			• • • • • • • • • • • • • • • • • • •	•		I
	100000000000000000000000000000000000000					
			0			
					:	_
			•		:	
			ļ	ė		_
			·····	ļ		-
-			!·····	0	***************************************	
-			· · · · · · · · · · · · · · · · · · ·			-
						_
				į	***************************************	-
	**************************************				•••••••••••••••••••••••••••••••••••••••	
		- 1		*		
			Totals:			
						X
+ E	1	— ≡ ≤ ≡ Delete Entry Modify Entry		Cancel	Post	

FIG. 107

FIG. 108A

FIG. 108A FIG. 108B
FIG. 108C FIG. 108D

764/43,-

Income Statement 2	ent 2		Trend Analysis	
Line Column H	Headers Clear			Portrait
Col-1	Co1-2	Co1-3	Co1-4	Co1-5
Operating revenue				
Gross Sales			•	B-Sales Income
Less: Sales discount			B- Sales Discount	
Sales return and allowance			B-Sales Returns/All Calculated	Calculated
Net sales				Calculated
Blank				
Cost of good sold				
Merchandise inventory start of period		_	B-Merchandise Inve	
Purchase		B-Sales Income		
Less: Purchase discount	B- Purchase Discour			
Purchase return and allowances	B- Purchase Returns Calculated	Calculated		
Net purchase		Calculated		
Add Transportation		B-Cost of Goods So		
Net cost of purchase			Calculated	
e for sale			Calculated	-
Less: Merchandise Inventory - end of period			B-Merchandise Invi	
Cost of goods sold	•			Calculated
Gross Margin				
Biank				

FIG. 108A

Start Date Pick	Rep	Reports used	d (Links) Used by :	
End Date Pick			<u> </u>	()
O Landscape				
	-		ঐ	☆
		*****	Chart of Accounts	
	公	1010	Cashin Bank #1	♦
	BA	1210	Trade Acct Receivables	III
	ВА	1215	Accts Rcvbls - American Express	
	BA	1216	Accts Rcvbls - Visa	
	BA	1220	Notes Receivable	
***************************************	BA	1240	Other Receivables	
	ВА	1250	Employer's Loans and Advances	
,	ВА	1410	Merchandise Inventory	
	ВА	1510	Prepaid Expense	
	ВА	1520	Pepaid Fed. Corp. Tax	
	ВА	1530	Prepaid Franchise Tax	
	BA	1610	Furniture and Fixtures	
	ВА	1620	Office Equipment	
	ВА	1630	Class Room Equipment	
	ВА	1640	Vehicles	
	ВĄ	1650	Leasehold improvement	
***************************************	BA	1710	ACC. Depreciation - F&F	
	BA A	1720	Acc. Depreciation - Office Equip.	
	5 6	1 1 0		

TG. 108B

Sales salaries and commission expense Advertising expense Advertising expense B-Advertising and h Rent expense Supplies expense Utilities expense Other selling expense Adminstrative expense Salaries expense hsurance expense R-Insurance R-Insurance R-Insurance	B-Multiple Acts
e e cutive	
e e scutive	B-Advertising and Me
e e boutive	J.C
e e acutive	ice Expense
e e ocutive	ities
e scutive	B-Depreciation
cutive	B-Msc. Expenses Calculated
xcutive	
	B-Officer wages
	B-Insurance
	B-Computer Expensi Calculated
expense	Calculated
ncome from operations	Calculated
Blank	
Non Operation revenue and expense	
Non operating revenue	-
Interestrevenue	B-Interest Income
	Calculated
Non operating expense	0
Interest expense	B-Interest Expense
Net Income	Calculated
	٠

FIG. 108C

	000	100t	
COAS AR AP	٣		
Eduist Missing	Remass Account	<u>~</u>	
		₽ X	
Sales Returns/Allowance	4060	요 :	
Sales Discount	•		***************************************
Credit Card Accrued Income		<u></u>	
Sales Income	401	<u> </u>	
Prior Year's Retained Earnings	•••••	BS	
Dividend	•	<u> </u>	,
Common Stock	•	BS	***************************************
Long Term Debt		<u> </u>	***************************************
Fed Income Tax Payable		16 I	
State Income Tax Payable			***************************************
Sales Tax Payable	L 2310	Δ	
Payroll Tax Payable		α	
Salary payable		α	***************************************
Accrued Expense Payable		α	***************************************
Accrued Payable	L 2050	Δ.	***************************************
Interest Payable		Φ.	
Loans Payable			
Auto Loan - Current	••••••		
Trade Accounts Payable	••••••	ш	
Loans to Shareholder	<u> </u>		
Acc. Depreciation - Lease Hold	BA 1740		***************************************
ACC. DEPRECIATION - VHICLES			

17)/535

Fig. 109

Fig.109A	Fig.109B
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100,000.00 200,000.00 -100,000.00		-100,000.00
100,000.00	100,000.00	100,000.00 100,000.00
	100,000.00 200,000.00 100,000.00	
	100,000.00 100,000.00 200,000.00 -100,000.00	
Operating revenue Gross sales Less:Sales discounts Sales returns and allowances Net sales	Cost of good sold Merchandise inventory, start of period Purchases Less: Purchase discounts Purchase returns and allowances Net purchases Add: Transportation-in Net cost of purchases	Cost of goods available for sale Less:Merchandise Inventory - end of period Cost of goods sold Gross Margin

FIG. 109A

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100,000.00

Operating expenses:

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											300,000.00	-400,000.00	
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Selling expences	Sales salaries and commissions expenses			ses		nses		Salaries expenses, executive	Insurance expenses		Total operating expenses	Income from operations	

Nonoperating revenues and expenses

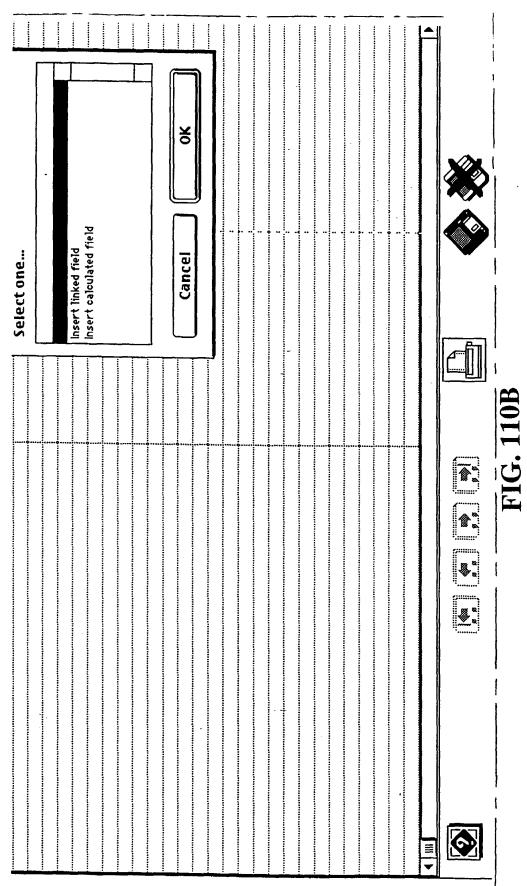
Nonoperating revenues Interest revenue

Nonoperating expenses Interest expenses Net Income

Fig. 110

Fig.110A	Fig.110C
Fig.110B	Fig.110D

FIG. 110A



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ts used (Links) Used by:	Chart of Accounts		Accts Rcvbls - Ame	216 Accts Rcvbls - Visa	Notes Receivable	240 Other Receivables	•••••	410 Merchandise Inventory		520 Pepaid Fed. Corp. Tax	530 Prepaid Franchise Tax	Furniture and Fix	620 Office Equipment	630 Class Room Equipment		650 Leasehold improvement
\$			1215	1216	1220	1240	1250	1410	1510	1520	1530	1610	1620	1630	1640	1650
Repor		BA	ВА	ВА	ВА	ВА	ВА	ВА	ВА	ВА	ВА	ВА	₽	ВА	ВА	8₽

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Depreciation - F&F	Acc. Depreciation - Office Equip.	Depreciation - Cl	ACC. DEPRECIATION - YHICLES	Acc. Depreciation - Lease Hold	Loans to Shareholder	Trade Accounts Payable	Auto Loan - Current	Loans Payable	Interest Payable	Accrued Payable	Accrued Expense Payable	Salary payable	Payroll Tax Payable	Sales Tax Payable	State Income Tax Payable	Fed Income Tax Payable	Long Term Debt	Common Stock	Dividend	Prior Year's Retained Earnings	Sales Income	Credit Card Accrued Income	Sales Discount	Sales Returns/Allowance ■	ACEGUIS Missing	COAS AR AP
1710	1720	1730	1735	1740	1750	0	02	03	0	S	2055	2060	2180	2310	2360	2380	2450	3120	20	3900	4010	0	4020	4060	Remays A	
BA	ВА	₽₩	ВА	ВА	ВА	BL	В	ם	踞	BF	<u>В</u> Г	Я	ВГ	BL	ВГ	ם	<u>В</u>	BS	BS	BS	<u>ا</u>	<u>ط</u>	٩	<u>ط</u>		

Fig. 111

Fig.111A	Fig.111B	Fig.111C
Fig.111D	Fig.111E	Fig.111F

	Trend Test					
Line	Column	Field				
Add Delete	+ Headers Add Delete	Clear				
lot labels:		Cash in Bank *1				
rend analysis	for:	B-Cash in Bank #1				
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	***************************************	····À······				

FIG. 111A

Trend Analysis		Start Date End Date		
	· ·	End Date	Pick	
·	O Portrait	● Land:	scape	
	Trade Accou	nts Payabl	e	<u> </u>
	B-Trade Accoun			Û
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Quar	terly			
Annu	ially ify Dates			
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FIG. 111B

Rep	orts use	d (Links) Used by:	
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		<u> </u>	▐▔
			'
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	 	<u> </u>	रु
	-	Chart of Accounts	
IE.	7110	Office Expense	. 쇼
<u>IE</u>	6020	Officer wages	
BA	1240	Other Receivables	
IE	6110	Payroll Tax Expense	
BL	2180	Payroll Tax Payable	
BA	1520	Pepaid Fed. Corp. Tax	
IE	7130	Postage and Courier Services	
BA	1510	Prepaid Expense	
BA	1530	Prepaid Franchise Tax	
BS	3900	Prior Year's Retained Earnings	
ΙP	5020	Purchase Discount	
ΙP	5030	Purchase Returns	
IP	5005	Purchases	
ΙE	7010	Rent	
1E	7040	Repairs and Maintenance	
1E	6010	Salaries - Fixed	
1E	6000	Salaries - var.	
BL	2060	Salary payable	
IP	4020	Sales Discount	
1P	4010	Sales Income	
ΙP	4060	Sales Returns/Allowance	
BL	2310	Sales Tax Payable	
ΙE	7180	Security	
ΙP	4075	Service Income	
ΙE	7170	Shipping	1
ΙP	4090	Shipping and Handling	
ΙE	9010	State Income Tax Expense	1
BL	2360	State Income Tax Payable	1

FIG. 111C

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***************************************	***************************************
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<b>♦</b>	

FIG. 111D

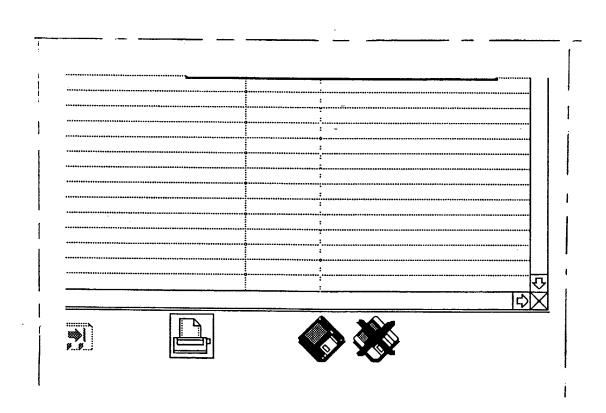


FIG. 111E

ΙE	7140	Stationary and Supplies	1
ΙĒ	7220	Taxes - Others	
ΙE	8150	Taxes - Penalty	
IE	7030	Telephone	
IE	8754	Test	
IE	79899	Test 2 Expense-	
IE	99999	TEST 3	
IE	98989	TEST 4	
IE	7999	TEST EXPENSE	
БL	2010	Trade Accounts Payable	
BA	1210	Trade Acct Receivables	
IE	7350	Travel	
1E	7020	Utilities	₽
<b>(</b>			<u> </u>
Re	maks yc	count Missing	
	(€	OAS AR AP	

FIG. 111F

Fig. 112

Fig.112A	Fig.112B

Trend Tes	st ·
Line Column  +  -  Hee  Add Polete	aders Clear
ot labels:	Cash to Bank *1
and analysis for:	B-Cash by Benk 41
	Trend report row data   Plot labels:   Cash     191

FIG. 112A

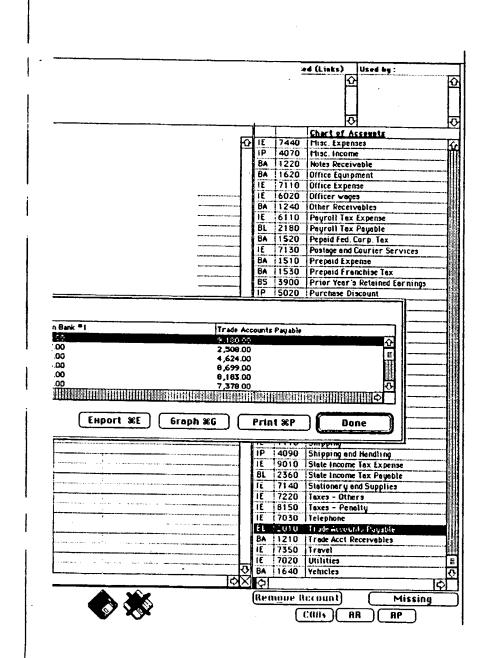
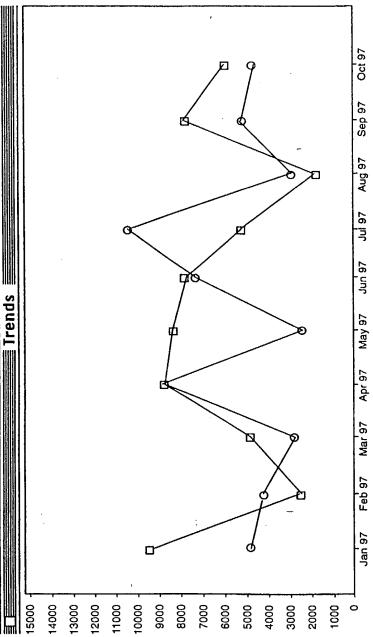


FIG. 112B

O Cash in Bank #1



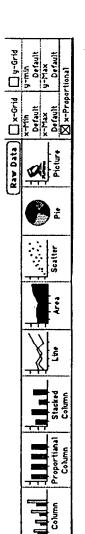


FIG. 113

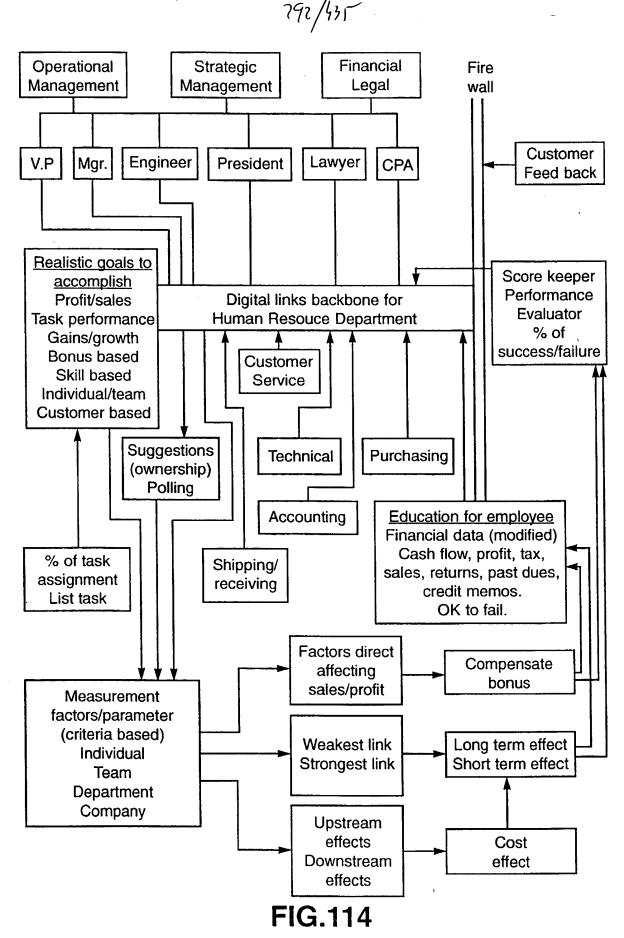


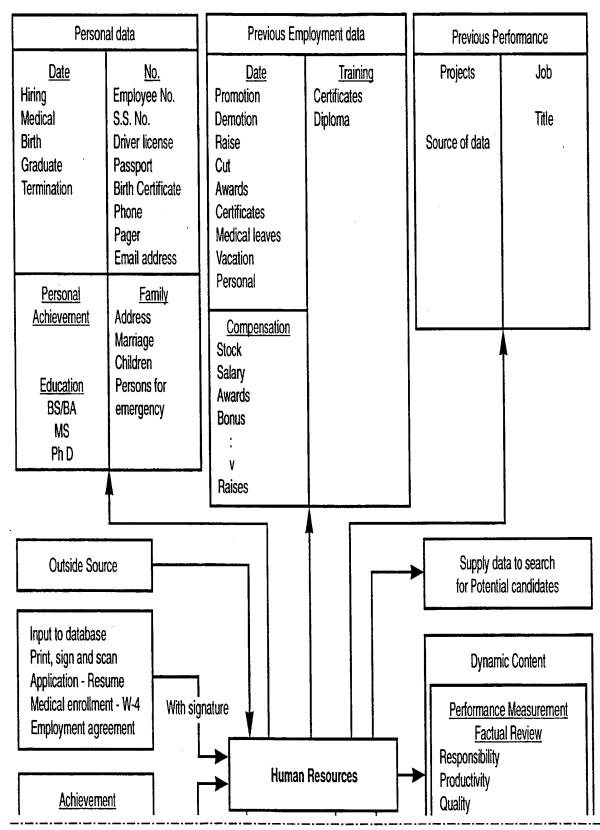
Fig. 115

Fig.115A

Fig. 115B

294/435-

#### Candidate



**FIG.115A** 

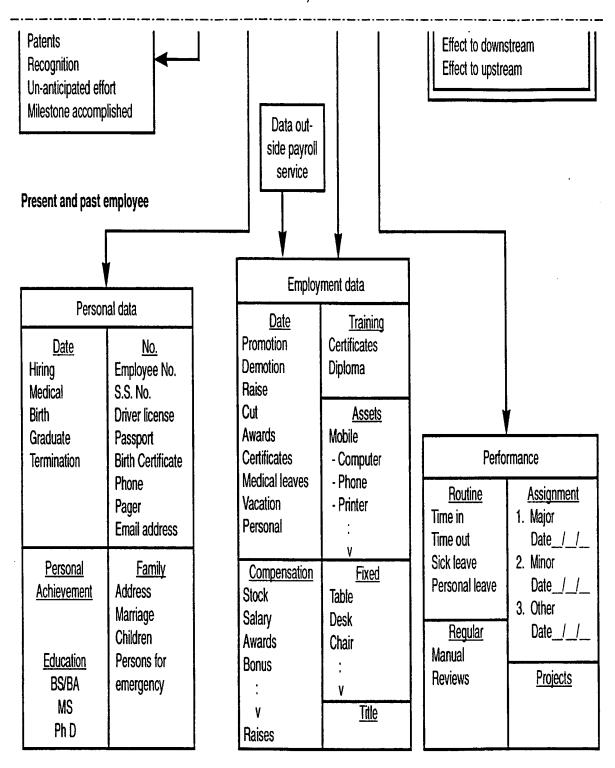


FIG.115B

Fig. 116

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	Downstream		Customer Service	Purchase	A/R
	linstream		Customer	Customer Service	Purchase
	RMA	Amt. by period	Exp. V.cr. V. cr. C. cr. Rec. cr	Exp. V.cr. V. cr. C. cr. Rec. cr	Exp. V.cr. V. cr. C. cr.
Ŋ	R	Day between date	V. rec.date V. Ship C.rec.date C. ship Create date	V. rec.date V. Ship C.rec.date C. ship Create date Fax	V. rec.date V. Ship C.rec.date C. ship
Major Measuring Category	Responsible Dent		Sales	Sales Customer Service	Account Receivable Shipping
Ma	Time hetween date		Create date Post date Quote date	Create date Reviewed post date	Issue date Printed date Paid date
	ֆ իս ռեմով	pound (a h	Total amt. Pcost, Scost Install cost Freight cost	Total amt., Pcost, Scost, Install cost, Freight cost	Total amt. Sprice, Install cost,
	Otv hv neriod	point for the	No., No. convert to MWS	Total iems, Total amt	Total Inv., Total RMA, # of 30days, 45 days,
	Assignment	, in the second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second second	Quotes	MWS	Cust.Inv.

## FIG.116A

	Α/P	A/R	Α/P
	Purchase	Sales	Sales
Rec. cr	Exp. V.cr. V. cr. C. cr. Rec. cr	Exp. V.cr. V. cr. C. cr. Rec. cr	Exp. V.cr. V. cr.
Create date Fax	V. rec.date V. Ship C.rec.date C. ship Create date Fax	V. rec.date V. Ship C.rec.date C. ship Create date	V. rec.date C.rec.date V. Ship C. ship
	Account Payable Engineering	Account Receivable Sales Engineering	Account Payable
Input	Received from ven. Ship to cust. Due date Paid date Approved Scheduled Reviewed Entry Create date	Create date Issue date	Ven.cr. memo Rcv'd date
Freight, Tax	Total amt., Vcost, Pcost, Freight, Tax	Total cr., Sprice, Pcost, Restock, Tax	Total ven. cr., Pcost, Vcost,
etc.	Total Inv #, Past due # of invoices - 30, 60, 90 days	Total items Credit memo	Total items Ven.cr.
	Ven.lnv.	Cust.Cr.	Ven.Cr.

## FIG.116B

#### FIG.116C

				!
	Ship	Customer	Α/P	
	Purchase Sales Rcv	Purchase	Vendor Purchase	
C. cr. Rec. cr	Exp. V.cr. V. cr. C. cr. Rec. cr	Exp. V.cr. V. cr. C. cr. Rec. cr	Exp. V.cr. V. cr. C. cr. Rec. cr	
Create date Fax	V. rec.date V. Ship C.rec.date C. ship Create date Fax	V. rec.date V. Ship C.rec.date C. ship Create date Fax	V. rec.date V. Ship C.rec.date C. ship Create date Fax	V. rec.date
Sales	Engineering/ Install/ Assembly/ Test	Ship/ Receive/ Inside Sales	Account Payable	
Payment date	Install date Completed Test date	Receive date Ship date	Ven.payment Check Post Approve	
Restock, Tax	Total Install cost, Install price, Ven.Install cost	Total freight amount	Total amount, Total credit, Total check	
	Items/system Total MWS	Total Boxes Total Items	Ven. Invoices V.cr.memo Exp.cr.memo	
	Engineering Install Assembly Test	Ship Receive	Ven. Payment	

A/R	A/P A/R	Purchase Customer Service	Ship/Rcv Install/ Engineering
Sales	Sales Rcv	Sales	Purchase
Exp. V.cr. V. cr. C. cr. Rec. cr	Exp. V.cr. V. cr. C. cr. Rec. cr	Exp. V.cr. V. cr. C. cr. Rec. cr	Exp. V.cr. V. cr. C. cr. Rec. cr
V. Ship C.rec.date C. ship Create date Fax	V. rec.date V. Ship C.rec.date C. ship Create date	V. rec.date V. Ship C.rec.date C. ship Create date Fax	V. rec.date V. Ship C.rec.date C. ship Create date
Account Receivable	CSR Sales Ship/Rcv Engineering	Sales Account	Sales Account
C.payment Check Post Approve	RMA V. rcv'd RMA V. ship RMA C. rcv'd RMA C. ship	Duration/customer Rate of growth/ period	Duration/customer Rate of growth/ period
Total amount	Total RMA credit	Total \$ Total \$ per cust. % of Avg. of	Unclear inv. Inv. \$ Clear inv., %
Cust. Invoices C.cr.memo	Total RMA items	# of customer	# of vendor
Cust. Payment	RMA	Customer	Vendor

#### FIG.116D

			1
	Ship/Rcv Install/ Engineering	Customer Service	NA
	Sales	Vendor Customer Purchase	NA
	Exp. V.cr. V. cr. C. cr. Rec. cr	Exp. V.cr. V. cr. C. cr. Rec. cr	Exp. V.cr. V. cr. C. cr. Rec. cr
Fax	V. rec.date V. Ship C.rec.date C. ship Create date	V. rec.date V. Ship C.rec.date C. ship Create date	V. rec.date V. Ship C.rec.date C. ship Create date Fax
	A/P Buyer Sales	Sales Purchasing	Accounting Purchasing
	Order date, MWS date, Rec'd date, B/O rec'd date, Item order date	\$/period	
	Scost Pcost	\$ Rate of increase	Total A/P Total A/R
	Total items Total MWS B/O items	# of format	Total V. inv. Total C. inv
	Purchase	Commission/ earning	Financial

#### FIG.116E

Fig. 117

Company Performance Analysis

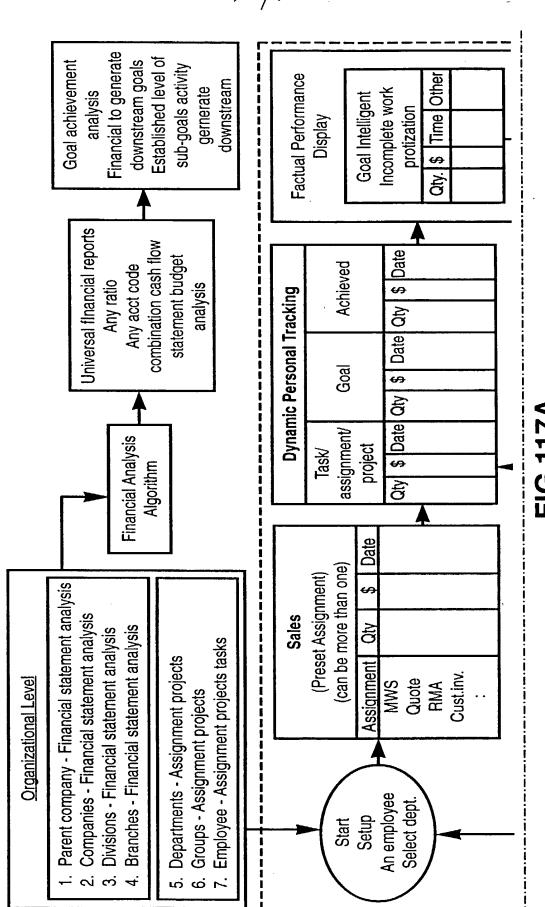


FIG.117A

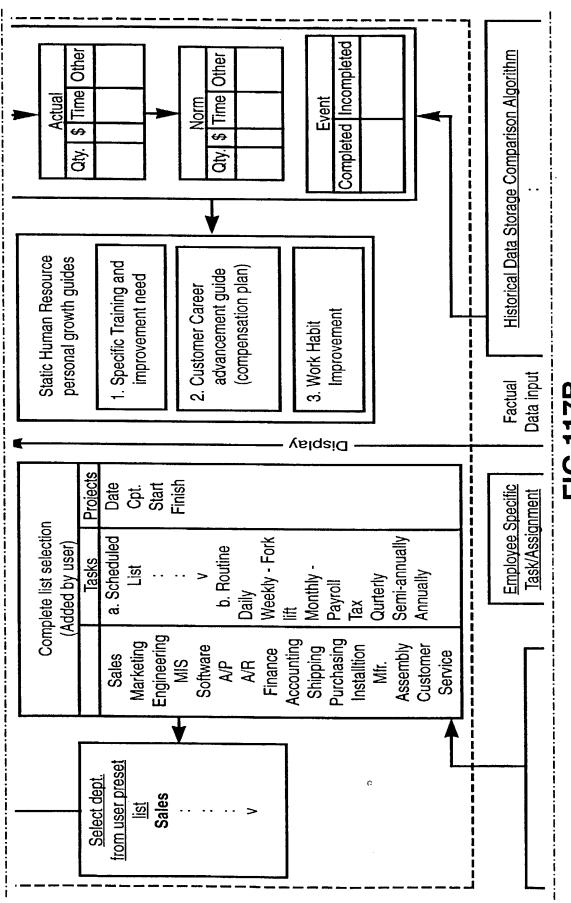


FIG.117B

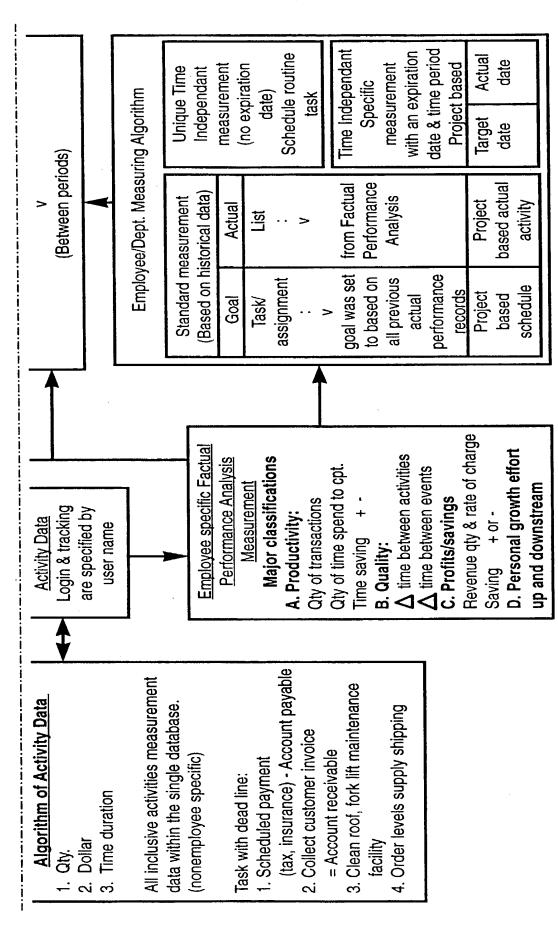


FIG.117C

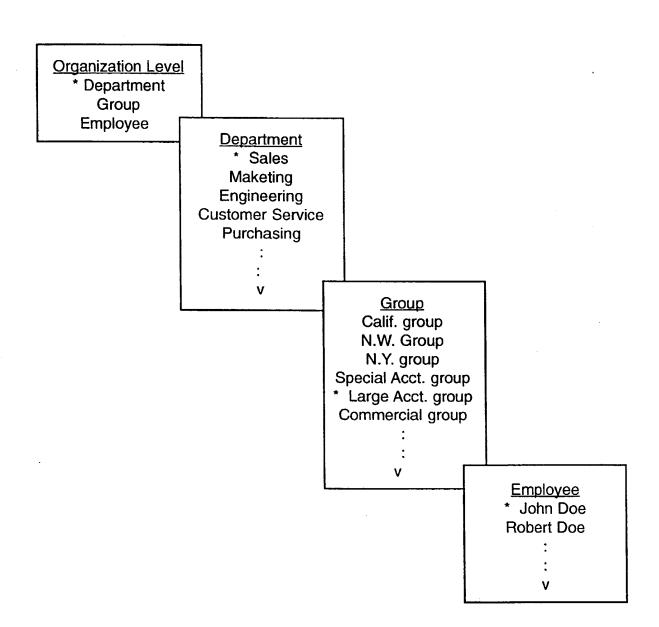


FIG.118

Fig. 119

Fig.119A	Fig.119B	Fig.119C
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	Nownstream		Customer Service	Purchasing	Purchasing Receiving
, deter	loctroam	Opsiicali	Customer	Customer	Inside Sales
y)(monthly)(quarterl	Profitability (C)	Gross Margin	NA	Commission earned Gross margin	Restocking fee Partial vendor cr.memo
period (daily)(week	ıty (B)	Accounting C.Cr. memo (B2)	NA	# of invoice /cr.memo	# RMA retum for credit # RMA retum for exchange
Per	Quali	Time period (B1)	PO date Quote date	Create date Review date	Create date Cust. rec'd date
	·	% profit/period (A3)			
	Productivity (A)	\$/period (A2)			
dnoob		Oty/period (A1)			
Large Acct		Measuring Parameter	Quotes	MWS	RMA
	Large Acct group  John Doe	Per period (daily)(weekly)(monthly)(quarterly)  Productivity (A)  Quality (B)  Profitability (C)	Productivity (A)  Qty/period (A1) \$/period (A2) % profit/period (Time period (A3)	Per period (daily)(weekly)(monthly)(quarterly)  Augustity (A)  Quality (B)  Profitability (C)  Accounting  Gross Margin  Po date  NA  NA  Customer  Customer	Per period (daily)(weekly)(monthly)(quarterly)  Ouglity (B)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2)  Speriod (A2

FIG.119A

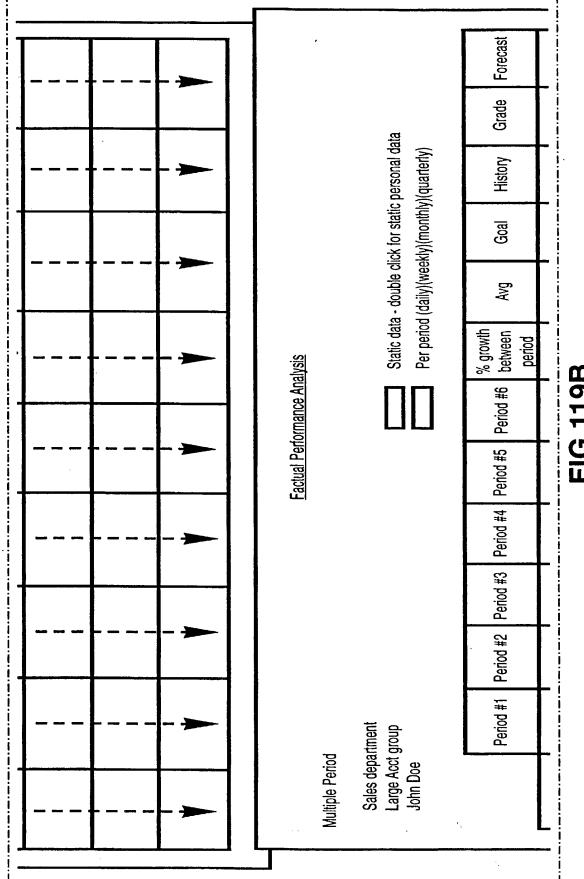


FIG.119B

			1
A/B/C	A/B/C	A/B/C	A/B/C
A/B/C	A/B/C	A/B/C	A/B/C
A/B/C	A/B/C	A/B/C	A/B/C
A/B/C	A/B/C	A/B/C	A/B/C
A/B/C	A/B/C	A/B/C	A/B/C
A/B/C	A/B/C	A/B/C	A/B/C
Measuring Parameter	Quotes	MWS	RMA

Select: A1, A2, A3, B1, B2, C

#### FIG.119C

Fig. 120

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		<del></del>	<del> </del>		<del></del>	
	-	Forecast				
	æ	Grade				
	oersonal dat (quarterly)	History				
	Static data - double click for static personal data Per period (daily)(weekly)(monthly)(quarterly) (Choose a period)	Goal				
	- double clic (daily)(week period)	Avg				
alysis	Static data - double Per period (daily)(v (Choose a period)	% growth between period				
ormance An		Period #6				
Factual Performance Analysis		Period #5				
		Period #4				
		Period #3				
		Period #2				-
	arfment t group	Period #1	A/B/C			
	Sales department Large Acct group John Doe		Measuring Parameter	Quotes	MWS	RMA

# FIG.120A



	 			· · · · · · · · · · · · · · · · · · ·
	 	-		
	 	- 🏲		·
	 			13, B1, B2, C
	 		Overall Amount	Select: A1, A2, A3, B1, B2, C
_				Se

Fig. 121

	Fig.121A Fig.121B Fig.121C
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Invoice -pay	-yen/terms	In -En -Ry	M	/S /qtu - co:	st	PO -bil
1975912-01		5/10/93		3-0085	1	8
ITT	• • • • • • • • • • • • • • • • • • • •	00/00/00		98.80		97
CmpLnd	N3O	3/22/93	P : 2		959.	
		<u> </u>	Γ,			
1171613-01		7/1/93	7	Invoices:	n	
ITT		00/00/00		Invoice *	PO	
CmpLnd	N30	7/1/93	F	4415611-02	+-	-
			] }	4413611-02		
1178411-01		7/5/93	7	***************************************		
ITT	**************	00/00/00			- <b>-</b>	
CmpLnd	N30	7/6/93	i l	***************************************		
				***************************************		
1171612-01		5/19/93	7			
ITT	••••••	00/00/00				
CmpLnd	N30	5/19/93	F .			
	*******		7	-		
1171611-01		4/22/93	7 [	<b>-</b>		
ITT		00/00/00				
CmpLnd	N30	00/00/00	ř .	***************************************		************
TESTING				~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~		
2905011-01		4/14/93	٦ <u>[</u>			
ITT:		00/00/00				
CmpLnd	N30	4/14/93				
				***************************************		
4415611-02		4/2/93	1 6	***************************************		
ITT		00/00/00		••••••••••••••••••••••••••••••	··•	***************************************
CmpLnd	N3O	4/2/93			1	118
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				Add De	elete	
	Options (Ex	clusive) cBA	<u></u>	ாட இ	<u> </u>	
	Problems	I	لي	LL 2	<u>V</u>	₩.*.
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FIG. 121A

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	ผนน เกางบ	1662			·
Payee	Vendor	RX	Inv Date	Total billed	Tax
***************************************			<u></u>		
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FIG. 121B

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		<u> </u>	***************************************	
	<b></b>	<u> </u>	***************	
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<u>I</u>				
	<u>'</u>	l		
	}	N3 0 N'	N3 0 N'	T

FIG. 121C

Fig. 122

Fig.122A	Fig.122B	Fig.122C

Invoice -pay	-ven/terms		MYS /qty	- cost	PO -billed
35245		5/17/98 <b>[</b>			
RX ACE	•••••	6/12/98	Invoices	:: 0	
ACE	N30	00/00/00	Invoice *	PO	Payee
			1234567	-1'	
					ITT
		·····	1234567		
	••••••	• • • • • • • • • • • • • • • • • • • •			
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	ptions (Exc	lusive	+ 🖺	<b>-</b>	
	Problems	lusive) c		Delete	
Nunos	=	7	nuu	Delete	
Oupes)	Vendor RMA	11			

FIG. 122A

Yendor RX Inv Date Total billed Tax From 117 12/21/97 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Page 10,000.00 Pa	Vendor RX	<del></del>	<del></del>	<del></del>	Fı
You have already entered this invoice on this batch.		<del></del>	<del></del>	<del></del>	Fı
You have already entered this invoice on this batch.	TT	12/21/97	10,000.00		
batch.			•••••••••••••••••••••••••••••••••••••••	i	•
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batch.					
batch.					<del>-</del>
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FIG. 122B

ny Stats Revi	ie₩ Status	Date –	Pay -
	[[rx]]	6/16/98 -	- 5,000.00 -
reight Te		<b></b>	***************************************
N3公			
N3			
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			***************************
		************	***************************************
<b></b>	]	********	**********************
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	rt Distribu	tion	
Cancel	t Partners	Acto	

**FIG. 122C** 

322/431-

Fig. 123

Fig.123A	Fig.123B	Fig.123C

373/435-

nvoice -pay	-ven/terms	in –En	-Ry	MWS /qty -	cost	PO -billed
975912-01	• • • • • • • • • • • • • • • • • • • •	5/10/		M93-0085	11	
ITT	• • • • • • • • • • • • • • • • • • • •	00/00	/od	<u> </u>		
CmpLnd	N3O	3/22/	93	Invoices:	0	
				Invoice *	PO	Payee
171613-01		7/1/9	3	4415611-02		
ITT	• • • • • • • • • • • • • • • • • • • •	00/00	/00			
CmpLnd	OEN	7/1/9	3			
				·····	T	······································
178411-01		7/5/9	3			
ITT		00/00		_	<u> </u>	
CmpLnd	N30	7/6/9	3			
171612-01		5/19/	93	***************************************		
ITT	• • • • • • • • • • • • • • • • • • • •	00/00		***************************************		
CmpLnd	N30	5/19/			-	
171611-01		4/22/	97			
ITT		00/00	4	***************************************		
CmpLnd	N30	00/00	46	***************************************		
TESTING	***************************************			*******************************		
905011-01		4/14/	93	***************************************		
ITT		00/00		·····		
CmpLnd	N30	4/14/		***************************************		
	***************************************	***************************************				
415611-02		4/2/9	3		← m	
ITT		00/00				
				+ 🖺 –		
		lusive	덲	Add De	lete	
upes [	] Problems ] Vendor RMA		ઃ₹∐			

FIG. 123A

374/43)

Next payment	•	blem R	MA -Vered	it Disc-Dt-\$	-Ls Cus	
	Add Invo	ices				_Na
	Vendor	RX	Inv Date	Total billed	Tax	F
***************************************				•	••••••••••••••••••••••••••••••••••••••	
***************************************						
			•	7	•	
1	nvoice witl ered for thi			ımber is alr	eady	
1 1				imber is alr	eady	
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FIG. 123B

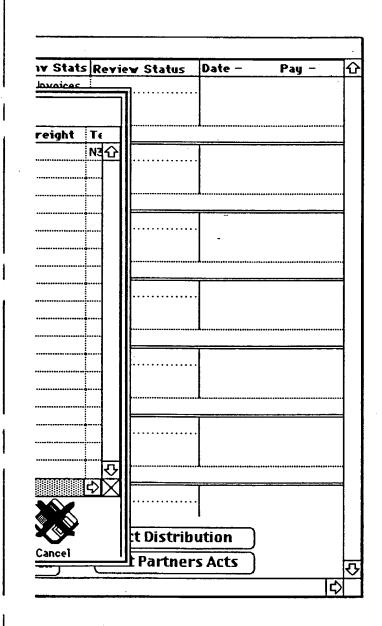


FIG. 123C

Fig 124

Fig. 124A	Fig. 124C	Fig. 124D
Fig. 124B		

🕺 🕻 File	_	ga Activities Help
	Get all not paid	Ver
	Get not reconciled	VEI
	Get Reconciled	
	Reconcile with credit	
	Pre-Approve	
	Get Pre-Approve	
	Remove Pre-Approve	
	APPROVE	
	Get approved	There are i
	Schedule payments	
	Schedule pre-paid payments	
	Get discount paymnents	
	Schedule discount payments	
	Close selection	
	HOLD selection	
	Get Hold	

Close selection... HOLD selection... Get Hold Reset status back 1... Edit terms/payment/vouchers... Integrity check Temporary notes Update invoice New Records Mark ready for review Get ready to review Mark reviewed Get reviewed **Get Tracking** Mark for Tracking Remove tracking Tracking notes Current status/Review status Cash flow analysis **AP Processing** Show Invoice Detail

FIG. 124B

Invoices:	7 of 27234	(Sales-MW	5)	
· · · · · · · · · · · · · · · · · · ·				
o selecte	d record	s for: Ven.	_lnvoi	ces
R elatedSwitch	QuickSwitch	Total Billed Need to pay		Rer

FIG. 124C

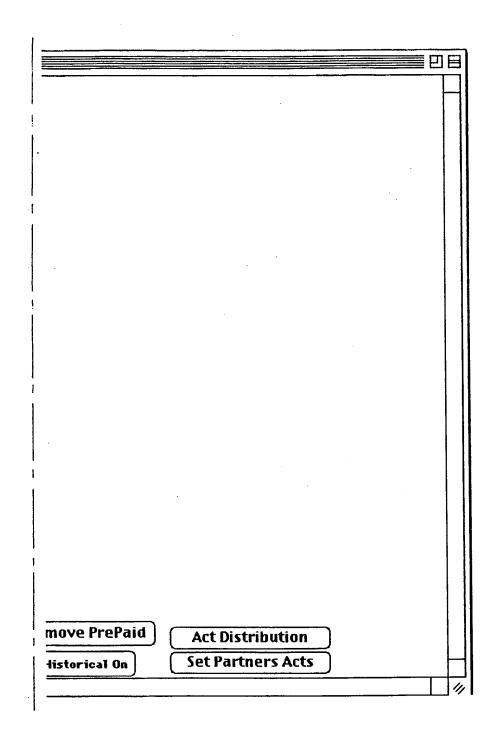


FIG. 124D

Fig 125

Fig. 125A	Fig. 125B	Fig. 125C
Fig. 125D		

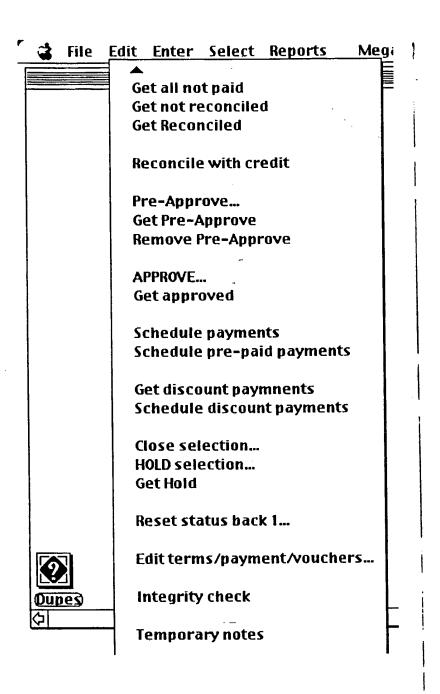
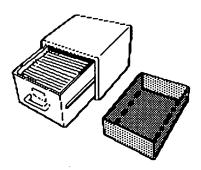


FIG. 125A

a Activities Help

■■■ Ven_Invoices: 0 of 26071 (Sales-MW

There are no selected records for: Ven_Invoice





R

Total Billed

Need to pay

FIG. 125B

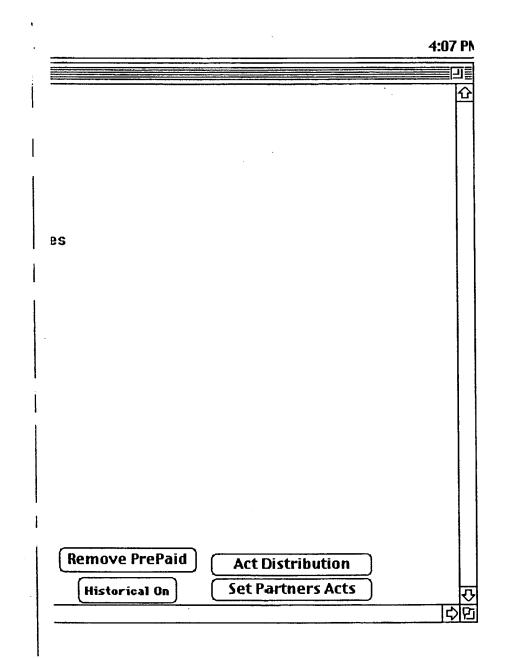


FIG. 125C

Update invoice

Mark ready for review

Get ready to review Mark reviewed Get reviewed

Get Tracking Mark for Tracking Remove tracking Tracking notes

Fig 126

Fig. 126A	Fig. 126C	Fig. 126D
Fig. 126B		

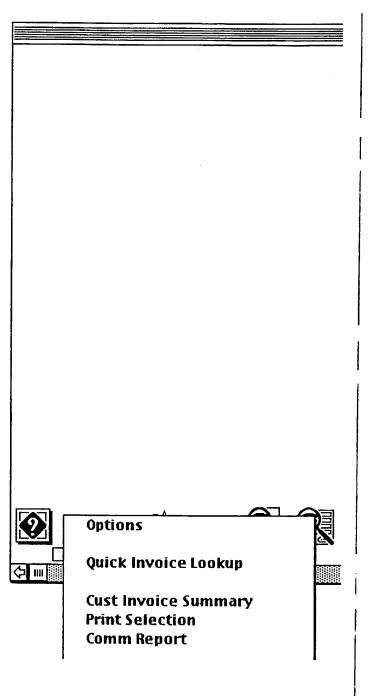


FIG. 126A

Get AR Report selection Get Not Issued Get not paid Get no charge Get pre-paid

Close - No charge

Split Invoice

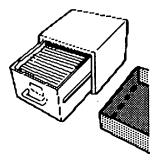
Join 2 Invoices

Issue Invoices

FIG. 126B

Cust_Invoices: 0 of 14573 (

There are no selected records



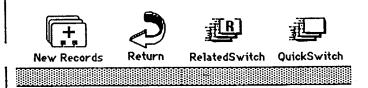


FIG. 126C

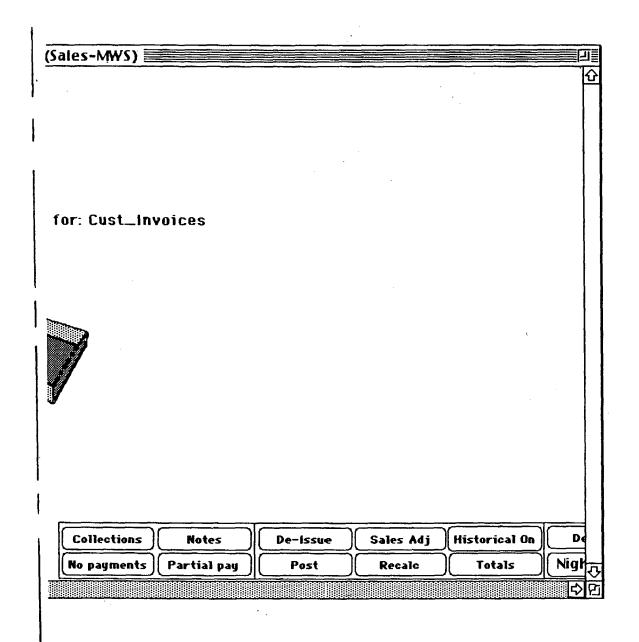


FIG. 126D

Fig 127

Fig. 127A	Fig. 127B	Fig. 127D
	Fig. 127C	

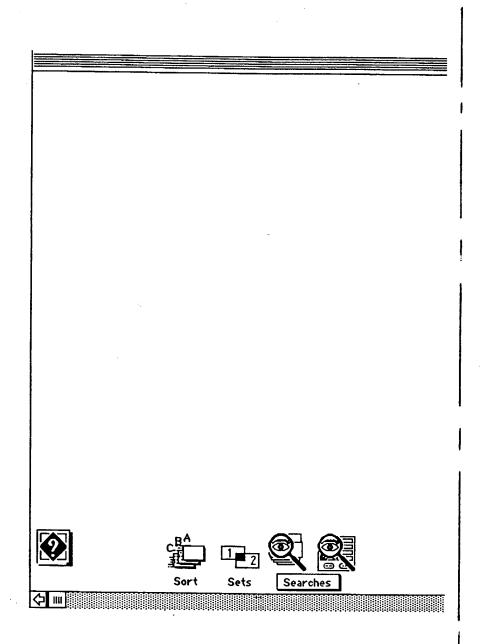
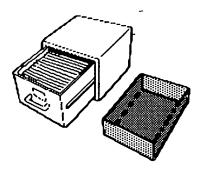


FIG. 127A

Items Sold: 0 of 44942 (Sales-MW

There are no selected records for: Items Sold



Return RelatedSwitch QuickSwitch

Options

Quick MWS# Lookup... Add MWS to Fast Order...

Open order reports... Expedite/Availability

Customer Notes...
CSR Notes...

FIG. 127B

## Status (restricted)...

Expand to all items sold Remove shipped Check selection again Update MWSs...

Clear updates

Tech Expedite
Clear Tech Expedite

Get InHouse not rovd Receive InHouse

Get Installation not rovd Receive Installation

FIG. 127C

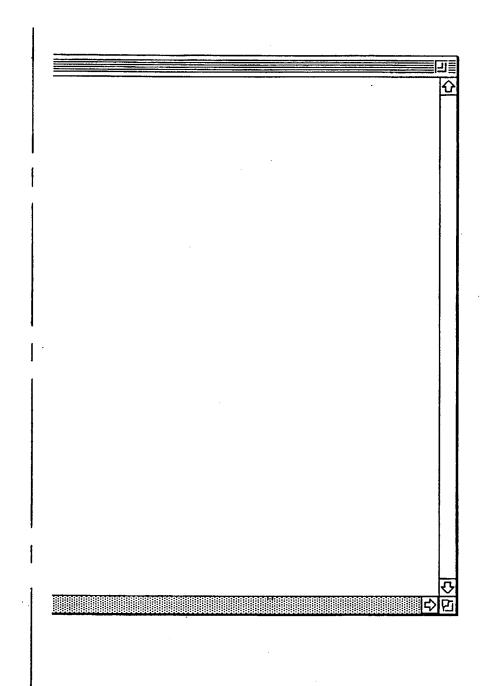


FIG. 127D

Fig 128

Fig. 128A	Fig. 128B	Fig. 128D
	Fig. 128C	

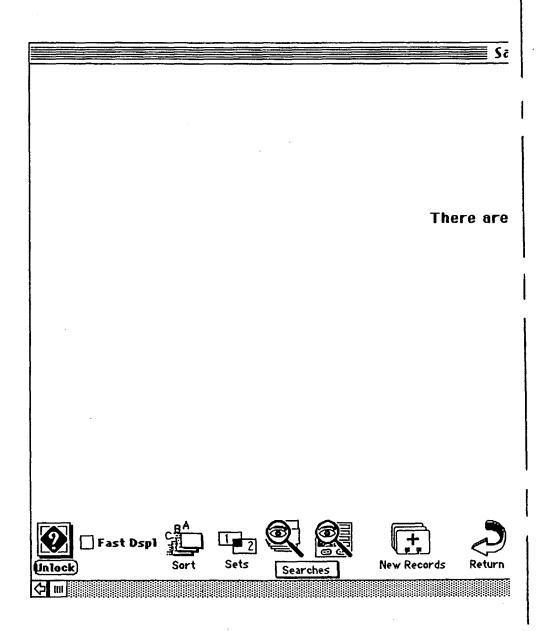


FIG. 128A

iles Records: 0 of 26680 (Sales-MW no selected records for: Sales Records Options Quick MWS# Lookup... Quick Quote # Lookup... Quick PO/RFQ/PID/PRN LU/Conf... PurchChecks... Real World... Update MWSs... Expedite/Availability/Purch Urgent... Not Urgent... Daily PO Confirmation... RelatedSwitch QuickSwitch Get Quotes... Print Quote Confirmation...

FIG. 128B

Apple Status...

Quotes requiring REVIEW Cancel REVIEW

Get purchasing records... Print Purchase summary...

Clear updates

Lock Unlock Get Unlocked

Change TPO to Real PO Get Temporary POs

Get Web Quotes Get PPL Quotes

Get/Create PIDS

Delete protect selection Remove delete protection

Mark selection for deletion Undelete selection

Edit Credit Card Info...

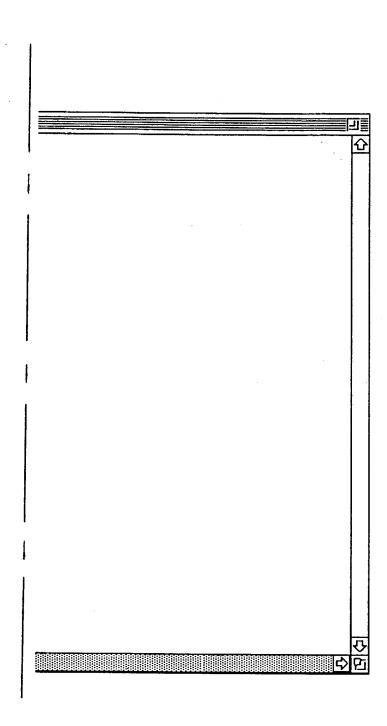


FIG. 128D

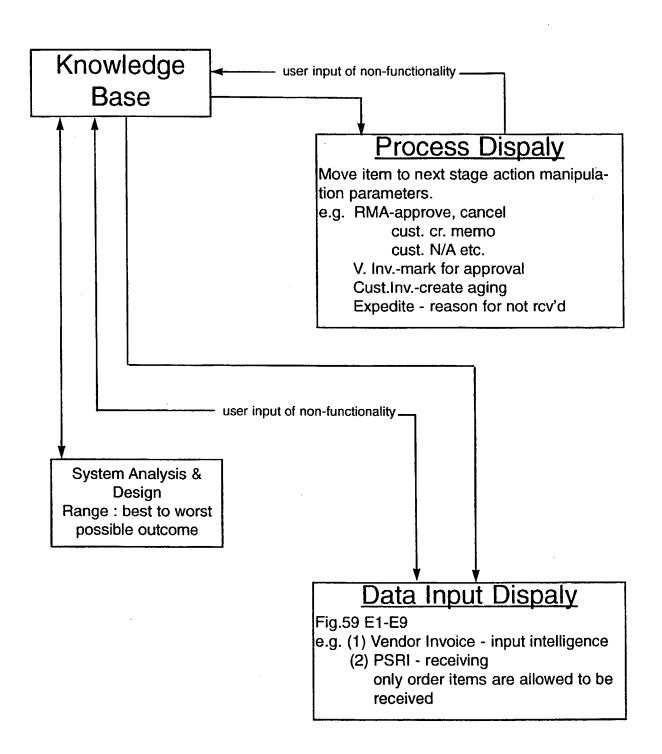


Fig. 129

Tracking

Reports

Reports

Show Open RMAs that are Approved by Mega Network

Show Open RMAs that are Pending for approval by Mega Network

Show All Open RMAs

FIG. 131

FIG. 131 A

FIG. 131 B

Home
Log'Off
Accounting
Reports
Tracking
Returns/Repair
Products

Open RMA(s) that have been approved by Mega Network

RMA Number	Date	RMA Type	Item Manufacturer	Item Description	Part Number	Total RMA Qty	Returned items AA Received y by Vendor	Returned Replacements RMA Received Shipped Qty by by by Vendor	Replacement PO Number
R-321765CR	11/19/98 Credit	Credit		HP SURESTORE DAT81 INT DDS-2	42988-65	3	0	0	No Replacement
R-321659CR	11/19/98	Credit	DELL	JAZ IGB EXT SCSI PC/MAC	95187-34	3	0	0	No Replacement
R.520721GR	10/16/98 Credit	Credit	DELL	DELL P6333 GX1/MT+ BASE(66MHZ FSB)W/4MB INTEG VIDEO MEMORY,INTEG	220-0499	4	0	0	No Replacement
R-319558CR 09/21/98 Credit	09/21/98	Credit	LEXMARK JETPRINTER INTERNATIONA SUN SOLARIS CD-R	VIRTUAL JETPRINTER SUN SOLARIS CD-R	16A0194	-	-	0	No Replacement

FIG. 131 A

(R.3.1.1037CR) 06/01/98 Credit	06/01/98	Credit	DELL	DELL P6266 GX1/MT BASE (66MHZFSB) W/4MB INTG VIDEO MEMORY,INTG AUDIO, 512K CACHE	220-0503	Ŋ	0	0	No Replacement
	03/30/98	Lost in transit (COMPAQ (RPL SERVERS)	COMPAQ SERVERS	PROLIANT 6500R 6/200 128MB M1-512K NOHD RM FS 16XCD	241700-001	-	0	0	No Replacement
Products		Returns/Repair	Tracking (Reports	HE Accounting	A Log Off Home	H _o	me		

FIG. 131 B

WO 99/33016

316/431-

FIG. 132

FIG. 132 A

FIG. 132 B

1

### All open RMA(s)

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RMA Number	Date	RMA Type	Item Manufacturer	Item Description	Part Number	Total RMA Qty	Returned items A Received by Vendor	Returned Replacements RMA Received Shipped Qty by by Vendor	Replacement PO Number
R-321765CR	11/19/98 Credit	Credit		HP SURESTORE DAT81 INT DDS-2	42988-65	3	0	0	No Replacement
R-321659CR	11/19/98 Credit	Credit	DELL	JAZ IGB EXT SCSI PC/MAC	95187-34	3	0	0	No Replacement
R-320721CR	10/16/98 Credit	Credit	DELL	DELL P6333 GX1/MT+ BASE(66/MHZ FSB)W/4MB INTEG VIDEO MEMORY,INTEG	220-0499	4	0	0	No Replacement
R-319558CR	09/21/98 Credit	Credit	LEXMARK INTERNATIONA	VIRTUAL JETPRINTER SUN SOLARIS CD-R	16A0194	_	_	0	No Replacement

FIG. 132 A

				AUDIO, 512K CACHE					
R-303978CR 03/30/98 (RPL MWS)(CLAIM)	03/30/98	Lost in transit (RPL MWS)(CLAIM)	COMPAQ SERVERS	PROLIANT 6500R 6/200 128MB M1-512K NOHD RM FS 16XCD	241700-001	-	0	ij.	No Replacement
Producis	Rem	Producis   Returns/Repair   1	Tracking Reports	H. Accounting	Log Off Home	ff Ho	lle lle		

FIG. 132 B

Please specify the date range for your shipping report. NoN | the | ★ | 86611 | ★ | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 100 | 1 Shipping Reports Submit

Tracking Reports Accounting Products Returns/Repair

Shipping Summary Report

...now accessing sales records for Southern California Edison. ...if this takes too long please narrow down your range. ...now selecting shipping records between 11/1/98 and 11/10/98.

Total of 37 shipping records found between 11/1/98 and 11/10/98

Previous Screen Show All Defails

FIG. 135

FIG. 135 A
FIG. 135 B
FIG. 135 C
FIG. 135 D
FIG. 135 E

FIG. 135 A

# S/Repair Tracking Reports Accounting Detail Shipping Reports

thinning records found between 11/1/98 and 11/10/98

37 ship	ping records roun	3/ snipping records found between 11/1/98 and 11/10/98.	11/10/98.			
	Manufacturer	Item Description	Part Number	Qty	Show POD	RMA
E1028903-0000000001-1301	BLACKBOX	SERVSELECT TO CPU CABLE 8FT	EHN056-0008	∞	GOA	n/a
	BLACKBOX	BLACKBOX SERVSELECT 8-PORT	KV108A-R2		FOD	n/a
	BLACKBOX	SERVSWITCH TO KEYBMTR/MSE 5 FT	EHN054-0005	3	POD	n/a
	BLACKBOX	SERVSWITCH TO CPU CABLE 10 FT	EHN051-0010	12	POD	n/a
	BLACKBOX	BLACKBOX SERVSWITCH 4-PORT	SW722A-R3	3	POD	n/a
	West.Digit	4.36GB SCSI ULTRA WIDE 3.5LP 8MS 7200RPM AV ENTERPRISE	E4360-0007	4	Pop	n/a

n/a	n/a	n/a	n/a
BOD	(FOD)	POD	POD
100	100	190	100
900-1732	900-1730	430-0118	420-6108
SELECTCARE, NEXT BUSINESS DAY, ON-SITE SERVICE, 2 YEAT EXTENDED, WANG	SELECTCARE, NEXT BUSINESS DAY ON-SITE SERVICE, INITIAL YEAR, WANG	Active Expansion Riser for GXiM/T Systems, 3 PCI/2 Shared/2 ISA Wake up on Lan	WINDOWS '95 CD ROM, OSR 2.1, FACTORY INSTALL
DELL	DELL	DELL	DELL
E1028903-000000001-1298			

FIG. 135 B

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n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
POD	GOA	POD	POD	POD	POD	goad	[ROD]	(POD	POD
100	100	100	100	100	100	100	100	100	100
420-0137	340-0740	340-0701	320-3316	313-0524	311-0515	311-0509	310-2268	310-0038	310-0019
FAT32, FILE SYSTEM, WINDOWS '9X, FACTORY INSTALL	6.4GB IDE HARD DRIVE, GX1, M/T, 350+ MHZ, FACTORY INSTALL	3.5" 1.44MB FLOPPY DRIVE, FACTORY INSTALL	MONITOR OPTION-NONE	14-32X CD ROM, IDE, FACTORY INSTALL	64MB, NON-ECC,SDRAM, 1 DIMM, UPGRADE, GX1, 350+MHZ, FACTORY INSTALL	64MB, NON-ECC, SDRAM, 1 DIMM, 100MHZ, GXI, 350+ MHZ	REDUCED DOCUMENTATION FOR GXaEM/GNL SYSTEMS, FACTORY INSTALL	PERFORMANCE 104 KEY KEYBOARD FOR WINDOWS 95 FACTORY INSTALL	MICROSOFT SYSTEM MOUSE
DELL	DELL	DELL	DELL	DELL	DELL	DELL	DELL	DELL	DELL
		'							

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n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Pod	(POD	[FOD]	GOA	GOO	POD	GOD	ত্তিয়
100	30	30	30	30	30	30	30
220-0501	36637-41	310-0039	365-0366	365-0257	360-7371	360-5087	360-4801
DELL P6400GX1/MT+ BASE(100MHZ FSB)W/4MB INTEG VIDEO MEMORY & AUDIO, 512K CACHE	MOUSE MSE SER &PS/2	Performance 104 Key Keyboard for Windows 95. Customer Install	DELL INTEGRATION FEE	DELL PLUS ROUTIN SKU	DELLPLUS SCE CONSIGNED WINDOWS 95 IMAGE FOR THE LATITUDE CP, FACTORY INSTALLED	DP CONSIGNED LABEL SCE	DELL PLUS INFO SKU MANUAL SFTWARE INSTALLATION
DELL	DELL	DELL	DELL	DELL	DELL	DELL	DELL
	E(028903±000000001±(299)						

366/43,

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n/a	n/a	n/a	n/a	n/a	n/a	n/a
DOD	GOO	[GOd]	god	[doa]	[POD]	FOD
30	30	30	30	30	30	30
900-1950	420-0541	340-2166	313-0236	311-0342	310-3043	220-0386
Selectcare, Initial Year, Next Business Day On-Site Service Contract, BSC*	WIN95, W/CD all Latitude CP Factory Install	6.4 GB HD, 12.5MM, LATITUDE CP FACTORY INSTALL	20X CD ROM, INTERNAL/EXTERNAL LATITUDE CP FACTORY INSTALL	64MB, 1DIMM, EDO, LATITUDE CP FACTORY INSTALLED	No Modem For All Dell Notebook	LATITUDE CP, M233ST, 12.1" SVGA, TFT, FACTORY INSTALLED
DELL	DELL	DELL	DELL	DELL	DELL	DELL
			·			

For total of 3 Purchase Orders,

Total of 37 line items shipped between 11/1/98 and 11/10/98.

You may use your browser's Back button to return to previous screen.

Products Returns/Repair F.Tra

Tracking Reports Accounting Log

FIG. 135 E

Accounting | Tracking Retums/Repair Products

Tracking - Sales Order Status

Home

Get Freight Carrier & Tracking #

SERVSELECT TO CPU CABLE 8FT. PO# E1028903-00000001-1301 was delivered by ** Drop CABLE 8FT- PO# E1028903-00000001-1301 CABLE 8FT. PO# E1028903-00000001-1301 8FT. PO# E1028903-00000001-1301 E1028903-000000001-1301 E1028903-000000001-1301 CPU CABLE 8FT. PO# E1028903-00000001-1301 CPU CABLE 8FT. PO# E1028903-0000000001-1301 8FT. PO# 8FT. PO# Shipped **. TO CPU CABLE TO CPU CABLE CABLE The carrier for SERVSELECT TO CPU CPU CPU CPU SERVSELECT TO SERVSELECT SERVSELECT SERVSELECT SERVSELECT SERVSELECT

Click here to request the status of your order by e-Mail.

FIG. 136

Products Returns/Repair Tracking Reports Accounting LogiOff Home	Accounting - Invoices and Credit Memos	Search Options	Option 1. Invoice # Option 2. Customer Credit	Option 3. Customer PO# Option 4. Asset Tag #	Option 5. PRN # Option 6. RFQ #	Take Action Reser	Option 7. Date purchased (Select month :   ▼ Select day   Select year     ▼	and: select month =  ▼ select day.	Sort method and click here to select sort method scope of search:	Take Action Reset	Option 8.	FIG. 137
			Ō	Q	Q		ර්				o I	

IF Tracking Reports
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(Returns/Repa

## Customer Invoices

Show Invoice	Invoice PO Date Nur	PO Number	Invoice Type	Status	Amount	Paid Amount	Balance	Packing Slip	Check Number	Check Date	Select to See Related Records
17469	9/1/98	[E1028903-000000001-1136]	Customer	Paid in full	6,825.99	6,825.99	0.00	See Related Records	1059570	059570 9/29/98	
17470	9/1/6	E1028903:000000001:11199	Customer	Paid in full	3,081.88	3,081.88	0.00	See Related Records	1059570	059570 9/29/98	
17471	9/1/98	E11028903:000000001=11174	Customer	Paid in full	303,668.00	303,668.00 303,668.00	0.00	See Related Records	1059570	059570 9/29/98	
17484	9/2/98	E1028903-000000001-1207	Customer	Paid in full	113.66	113.66	0.00	See Related Records	1063421	10/6/98	
17490	9/3/98	[E1028903-000000001-1208]	Customer	Paid in full	820.54	820.54	0.00	See Related Records	1063421	10/6/98	
[17495]	9/4/98	[2670=10000000000=068z0113]	Customer	Paid in full	92.60	92.60	0.00	17495	1067082	10/15/98	

Show Related Records for checked Ifem

FIG. 138

FIG. 139

FIG. 139 A
FIG. 139 B
FIG. 139 C
FIG. 139 D

## MEGA NETWORK INVOICE

785 Palomar Avenue, Sunnyvale, CA 94086 Phone (408) 730-9138 * Fax (408) 720-1293

No. 17469

Customer September 1, 1998

For: S	OUTH	ERN C	SOUTHERN CALIFORNIA EDISON	EDISON					
PO N	Num: I	E102890	E1028903-000000001-1136	1136		RFQ: 1136	RFQ: 1136 PRN: 105004		
Contac	t: CR	AIG W	Contact: CRAIG WILSON (626) 302-6388	302-6388		Fax: (626)	(626) 302-4048		
Bill To:	SOUT 2244 \\ Rosen Att: A	SOUTHERN CALIFC 2244 WALNUT GRC Rosemead, CA 91770 Att: ACCOUNTS PA	SOUTHERN CALIFORNIA EDISON 2244 WALNUT GROVE AVE., RM#210 Rosemead, CA 91770 Att: ACCOUNTS PAYABLE	DISON , RM#210	Ship To:	SOUTHERN CALIFOI 501 S. MARENGO ST BLDG D, SMART#10: Alhambra, CA 91803 Att: BANCTEC	SOUTHERN CALIFORNIA EDISON 501 S. MARENGO ST BLDG D, SMART#105004 Alhambra, CA 91803 Att: BANCTEC	EDISON	
Sales	Person		Order Date	Ship Via	Terms				
Charles			August 6, 1998	Ground	N30				
Qty Ord	Unit	Qty Ship'd	Description				Part Number	Unit Price	Extended Price
12		12	RACK 7142 42U (7FT) W/DOOR	U (7FT) WÆ	OOR		165753-001	1,460.55	17,526.60
12		12	SIDEWALL KIT (LEFT/RIGHT) 7142 42U COMPAQ RACK	IT (LEFT/RIC CK	іНТ) 7142 42	Ď	165652-001	194.50	2,334.00
1	each	1	COMPAQ RACK 7122	CK 7122			163747-001	1,615.53	1,615.53
3	each	3	COMPAQ PROLIANT 850R 6/200H: MODEL1 (HP MODEL)	OLIANT 850F	к 6/200H: МС	ЭДЕГІ (НР	167200-001	2,531.62	7,594.86
2	each	2	PROLIANT 1600T 6/300	500T 6/300			333550-001	2,434.25	4,868.50
1	each	1	PROLIANT 3000 6/333 P2-333 512K 64MB MODEL 1	)00 6/333 P2-:	333 512K 641	MB MODEL	179740-001	4,182.92	4,182.92

FIG. 139 A

<u>8</u>	each	4	PROLIANT 3000R 6/333 P2-333 512K 64MB   MODEL 1	179750-001	4,604.21	18,416.84
		18	PROLIANT 6500 6/200 128MB M1-512K NOHD RM FS 16XCD	241700-001	11,825.84	212,865.12
ĕä	each	2	PROLIANT 7000 6/200-512: MODEL 1S-128 (128 MB)	273350-005	13,778.39	27,556.78
닏	$\prod$	09	6/200 512K PROC OPT KIT PROLIANT 6500 7000	169470-B21	1,460.55	87,633.00
ĕä	each	4	6/300 PENTIUM II 512K PROCESSOR OPTION KTT	298047-B21	888.87	3,555.48
each	됩	2	PROLIANT 3000 6/333 512K UPGRADE KIT	333555-B21	1,150.30	2,300.60
		77	4.3GB PLUGGABLE W/ULTRA 1.0IN 7200RPM SCSI-3 HD	272577-001	583.17	44,904.09
		123	9.1GB PLUGGABLE W/ULTRA 1.0IN SCSI-3 7200RPM HD	313706-B21	1,011.39	124,400.97
each		9	18.20GB PLUGGABLE WIDE-ULTRA SCSI3 DRIVE (1.6")	313756-B21	1,946.35	11,678.10
		9	PROLIANT STORAGE SYS /U! RM SINGLE BUS ULTRAWIDE	304100-B21	1,777.74	10,666.44
$\sqsubseteq$	$\Box$	9	REDUN P/S KIT PROLIANT STORAGE/F	224206-001	522.86	3,137.16
		34	SMART-2DH PCI 2CH ARRAY CONTROLLER W/16MB CACHE	295242-B21	1,702.41	57,881.94
each		9	128MB EDO MEM EXPANSION KIT (1 X 128MB, 60 NS)	225484-001	652.54	3,915.24
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512MB KIT (4X128MB DIMMS) 60NS EDO ECC PROLLANT 512 MB MEM EXPANSION KIT (4 X 128 MB FP DIMMS) MULTISCAN V55 15IN 13.7VIS .28MM 10X7 COLMON
NSION KIT (4 X 128 MB I
IN 13.7VIS .28MM 10X7
RACK INTERNAL TRACKBALL KEYBOARD RM
RM 9 FOOT CPU TO SWITCH CABLE KIT (backorder on part# 165638-002 20 ft cable)
RM 4PT KYBD MON MOUSE SWBX 1U
RACK MONITOR / UTILITY SHELF KIT
RACK KEYBOARD DRAWER SHELF KIT
COMPAQ REMOTE INSIGHT BOARD/PCI
MOLPA NT SVR V4.0 WNT 15 UNITS
35/70GB DLT DRIVE INT BARE TD SCSI-3 I/F
DLT 35/70 TAPE CARTRIDGES (7-PACK)
FIBER CHANNEL ARRAY KIT
FIBER CHANNEL STORAGE HUB 7

FIG. 139 C

-	each	1	FIBER CHANNEL HOST CONTROLLER KIT/P	223180-B21	1,673.17	1,673.17
4	each	4	HOT-PLUG DRIVE CAGE (5 X 1) OPTION KIT	271912-001	156.86	627.44
2	each	2	COMPAQ TOWER TO RACK CONVERSION KIT	149068-001	418.28	836.56
	each		RACK-MOUNTABLE UPS MODEL R1500	242704-001	962.07	962.07
13		13	512MB KIT (4X128MB DIMMS) 60NS EDO ECC PROLIANT	241773-B21	2,587.11	33,632.43
13	each	13	256 MB MEM KIT (2 X 128 MB BUFFERED EDO DIMMS)	149026-B21	1,342.72	17,455.36
12	each	12	COMPAQ REMOTE INSIGHT BOARD/PCI	294013-001	759.07	9,108.84
Comments	ents				Sale Amount	6,305.76
					Tax @	520.23
					Installation	
					Freight	
					Balance Due	6,825.99

FIG. 139 D

Home	
Log Off	
Accounting	invoices
Reports	Search in
Tracking	ing .
Returns/Repair	Account

Please enter as many invoice numbers as you wish.

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FIG. 140

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FIG. 141

FIG. 141A	FIG. 141B
FIG. 141 C	FIG. 141 D

17123   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   171538   1					Cust_Invoices: 15 o1
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FIG. 141 A

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FIG. 141 B

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FIG. 141 C

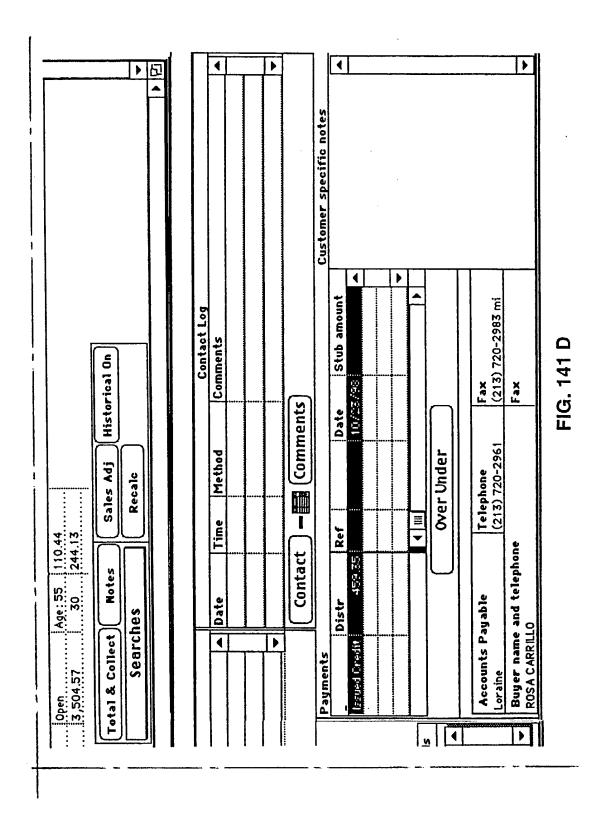


FIG.142

FIG. 142 A	FIG. 142 B
FIG. 142 C	FIG. 142 D

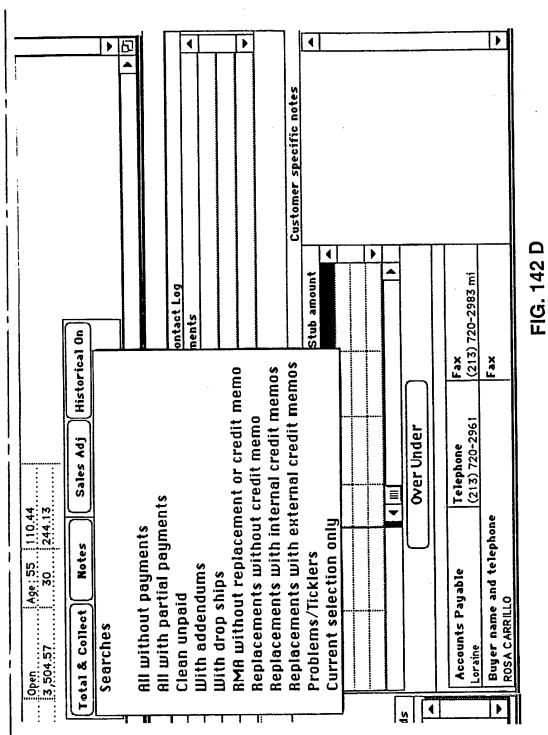
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STxPaid  N10 Loraine (213) 720-2 STxPaid UNION BAN N30 Loraine (213) 720-2 STxPaid UNION BAN N10 Loraine (213) 720-2 (213) 720-2 UNION BAN N10 Loraine (213) 720-2 UNION BAN N10 Loraine (213) 720-2	Addendum		20-2983 mi 6310013255	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0
UNION BAN  N10 Loraine  STxPaid  UNION BAN  N30 Loraine  (213) 720-2  STxPaid  UNION BAN  N10 Loraine  (213) 720-2  (213) 720-2  (213) 720-2  UNION BAN  N10 Loraine  UNION BAN  N10 Loraine  UNION BAN  UNION BAN  UNION BAN  UNION BAN	Printed	ST×Paid		
ST×Paid  (213) 720-2  ST×Paid  UNION BAN  N10 Loraine  (213) 720-2  ST×Paid  UNION BAN  N10 Loraine  (213) 720-2  (213) 720-2  UNION BAN  N10 Loraine  UNION BAN  N10 Loraine  (213) 720-2  (213) 720-2	17094		UNION BANK OF CALIFORNIA M98-28010	13255
STxPaid UNION B AN N30 Loraine (213) 720-2 STxPaid UNION B AN N10 Loraine (213) 720-2 (213) 720-2 (213) 720-2 (213) 720-2 (213) 720-2 (213) 720-2 (213) 720-2 (213) 720-2 (213) 720-2 (213) 720-2 (213) 720-2	7/14/98	S	(213) 720-2961 604.40	2
STXPaid  UNION BAN  N30 Loraine (213) 720-2 STXPaid UNION BAN  N10 Loraine (213) 720-2 (213) 720-2 UNION BAN  N10 Loraine (213) 720-2 (213) 720-2 (213) 720-2 (213) 720-2	Addendum		20-2983 mi 6310013255	
UNION BAN  STxPaid  UNION BAN  N10 Loraine  (213) 720-2  (213) 720-2  (213) 720-2  UNION BAN  UNIOLORAINE  UNION BAN  UNIOLORAINE  (213) 720-2  (213) 720-2  (213) 720-2	Printed	STxPaid		
ST×Paid  (213) 720-2  ST×Paid  UNION BAN  UNION BAN  UNION BAN  UNION BAN  UNION BAN  UNION BAN  UNION BAN  UNION BAN  UNION BAN  UNION BAN  UNION BAN  UNION BAN	17398		UNION BANK OF CALIFORNIA M98-28263	13400
STxPaid UNION BAN N10 Loraine (213) 720-2 (213) 720-2 (213) 720-2 (213) 720-2 (213) 720-2 (213) 720-2 (213) 720-2 (213) 720-2 (213) 720-2	8/13/98	N30	(213) 720-2961 520.03	100
ST×Paid  UNIO Loraine (213) 720-2 UNION BAN (213) 720-2 (213) 720-2 UNION BAN (213) 720-2 (213) 720-2	Replacement		20-2	000000000000000000000000000000000000000
UNION BAN  (213) 720-2  (213) 720-2  (215) 720-2  (215) 720-2  UNION BAN  UNIOLOPAINE  (215) 720-2	Printed	STxPaid	•	(Temp27849-
N10   or aine   (213) 720-2961   1   (213) 720-2961   1   (213) 720-2983 mi   6310014479   M10   Loraine   (213) 720-2961   5   (213) 720-2983 mi   6310014479   M10   or aine   (213) 720-2961   M10   or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2983 mi   6310014482   4   M20   Or aine   (213) 720-2983 mi   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2983 mi   (213) 720-2961   4   M20   Or aine   (213) 720-2983 mi   (213) 720-2961   4   M20   Or aine   (213) 720-2983 mi   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2983 mi   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or aine   (213) 720-2961   4   M20   Or ain	17651		UNION BAN	114479
(213) 720–2983 mi 6310014479  UNION BANK OF CALIFORNIA (213) 720–2961 5 (213) 720–2983 mi 6310014479  UNION BANK OF CALIFORNIA (213) 720–2961 4 Mill Joraine (213) 720–2961 4 Mill Joraine (213) 720–2961 4 Mill Joraine (213) 720–2961 4 Mill Joraine (213) 720–2983 mi 6310014482	10/12/98	NO	(213) 720-2961 11,113.50	3.50
18/98 N10Loraine (213) 720-2961 5 240dum (213) 720-2961 5 240dum (213) 720-2983 mi 6310014479 240d	Customer		720-2983 mi 6310014479	77-1-97-1-000000000000000000000000000000
MION BANK OF CALIFORNIA       M         /8/98       (213) 720-2961       5         sendum       (213) 720-2983 mi       6310014479         nted       UNION BANK OF CALIFORNIA       M         /12/98       N10 Loraine       (213) 720-2961       4         tomer       (213) 720-2983 mi       6310014482	Printed			
fendum (213) 720-2983 mi 6310014479 nted UNION BANK OF CALIFORNIA (213) 720-2961 5, 12/98 N10 Loraine (213) 720-2961 4, tomer (213) 720-2961 4, tomer (213) 720-2983 mi	17636		M98-28472	114479
sendum         (213) 720-2983 mi         6310014479           nted         UNION BANK OF CALIFORNIA         M           /12/98         N10Loraine         (213) 720-2961         4           tomer         6310014482         A	10/8/98	Z	(213) 720-2961 5,322.40	40
12/98 N10Coraine BANK OF CALIFORNIA (213) 720-2961 4 tomer (213) 720-2983 mi 6310014482	Addendum		20-2983 mi 6310014479	***************************************
UNION BANK OF CALIFORNIA   M98-28471	Printed			
/12/98 N10 Loraine (213) 720-2983 mi 6310014482 4,455.22 tomer (213) 720-2983 mi	17654		M98-28471	14482
(213) 720-2983 mi	10/12/98	0.5	(213) 720-2961 4,455.22	22
••••	Customer		20-2983 mi 6310014482	***************************************
	Printed			

	•	1111					
ר Sales-MII	Left to pay Age Frt-Tx-RMA Credit summary	Age: 140 8 34	Open Age: 141 26.43 459.35 90 33.92	Open Age: 105 39.90	10/6/98, do not have invoice, need to fax it R-315879XSM / Temp27849-1 10/22/98, item is not on po Open Age: 51 383.30 11,113.50 30 750.20	Open Age: 55   165.21 5,322.40   30   366.19	Open Age: 51 152.36 4,455.22 30.86

FIG. 142 B

:1G. 142 C



386/43,-

FIG. 143

FIG. 143 A	FIG. 143 B
FIG. 143 C	FIG. 143 D

Cust_Invoices: 15 of	Customer ¥ Customer PO MWS /qty- Total PO- Invoiced	NK OF CALIFO	oraine (213) 720-2961 604.40 [145.05	20-2983 mi	(CP: Price) 9/21/98, used all the item on po	UNION BANK OF CALIFORNIA M98-28010 6310013255	213) 720-2961	20-2983 mi	9/21/98, no item left on po	UNION BANK OF CALIFORNIA M98-28263 6310013400	(21	20-2983 mi	R-318314RP (Temp28)	UNION BANK OF CALIFORNIA. STILLING SOOFESS DISORPOSING!	(21) Cancelled	20-2983 mi DoubleShip Double shipment	 ₹	UNION BANK OF CALIFORNIA Int Credit Internal credit memo exists	(21)	20-2983 mi PONum		UNION BANK OF CALIFORNIA	(21)	(213) 720-2983 mi	
	m-Type Customer	UNION BANK OF CALIF	N10 Loraine	(213) 720-2983 mi		UNION BANK OF CALIF	N10 Loraine	20-2983 mi	STxPaid 9/21/98,		N30 Loraine	(213) 720-2983 mi	STxPaid R-318314R		N10 Loraine	(213) 720-2983 mi		UNION BANK OF CALIF	NiOLoraine	(213) 720-2983 mi	•	UNION BANK OF CALIF	N10Loraine	(213) 720-2983 mi	*****
	Invoice-Date-Term-T		15/98	Addendum	Printed STxPaid		7/14/98		ļ		86/6	:			/12/98	L	Printed	17636	86/8/		Printed	17654	/12/98		Printed

FIG. 143 A

PCT/US98/27496

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143
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<b>"</b>	in l
Left to pau Ann Fri-Tv-DMA Credit cummer:	Age: 140 8.34   90   10.71   Age: 141 26.43   90   33.92

INTOLOGIANT OF CALIFORNIA  NIGILOGIANE  NIGILOGIANE  (213) 720-2961  3,504.57  3,504.57  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001S  1001	Problems Tickler Log	Problem codes ← Tickler Action Date Comments		+ Resolved Tickler - Comments	Problem/Tickler: Get) Invoice total Invoice distr to date Stub paid to date	Current (37) Credits Issued Crdits taken to date Stub credits to date \$160,974.25 (Get)	30 days (3) Get     Apply to Selection in Output Layout	45 days (6) (Get) Invoice specific notes Invoice specific keyword		
10/8/98 Options Fastbsp	Invoice	1	17123 17398	+		S S S S S S S S S S S S S S S S S S S	30 4	45 4	9 09	90 days (3)

FIG. 143 C

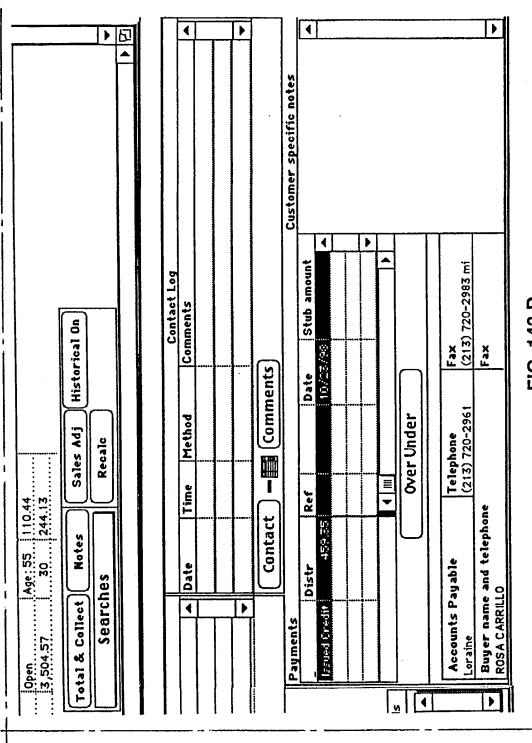


FIG. 143 D

391/431-

FIG. 144

FIG. 144 A	FIG. 144 B
FIG. 144 C	FIG. 144 D

	Cust_Invoices: 15 of
Invoice-Date-Term-Type	m-Type  Customer
	UNION BANK OF CALIFORNIA M98-28010 6310013255
7/15/98 N10 Loraine	(213) 720-2961 604.40
	'20-2983 mi 6310013255
Printed STxPaid	(CP: Price) 9/21/98, used all the item on po
	UNION BANK OF CALIFORNIA M98-28010 6310013255
7/14/98 N10 Loraine	(213) 720-2961 604.40
	20-2983 mi 6310013255
ST×Paid	9/21/98, no item left on po
17398	UNION BANK OF CALIFORNIA M98-28263 6310013400
86/6	2131720-2961
+	(213) 720-2983 mi
Printed STxPaid	R-318314RP (Temp28
17651	UNION BANK OF CALIFORNIA
/12/98 N10	(2.1 Chest Cut
	20-2983 mi Cust Call Back
Printed	Cust Will Call Date customer promised to call
17636	voice
0.5	21
	(213) 720-2983 mi
Printed	
17654	UNION BANK OF CALIFORNIA CANCEL OK
/12/98 N10	
	(213) 720-2983 mi
Printed	

FIG. 144 A

1	IIII .	
Left to pay   Age   Frt-Tx-RMA   Credit summary		Open       Age: 105       39.90         10/6/98, do not have invoke, need to fax it R-315879KSM / Temp27849-1 10/22/99, item is not on poor 11,113:50       30         Open       Age: 51       155.21         Open       Age: 52       152.36         Open       30       366.19         Open       499: 51       152.36         Qpen       4,455.22       30         4,455.22       30

FIG. 144 B

17638	S S	UNION BANK OF CALIFORNIA Loraine	LIFORNIA (213) 7	M98- (213) 720-2961 3,504	M98-28473 6310014482 3,504.57 (3,504.57
<b>6</b>	Options Can I			R	
] 	FastDsply Sort	Sets Search	h New Records	cords Return	RelatedSwitch QuickSwitch
<b>4 m</b>					
Invoice	Problems			Tickler Log	Log
17094	Problem codes	Tickler	Action Date Comments	omments	
17123					
17398					
,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	•				
	+ Resolved	Tickler	Com	Comments	
	Problem/Tickler:	Get) Invoice total	459.35	nvoice distr to da	Invoice distr to date Stub paid to date
***************************************	Current (37) \$160.974.25			Crdits taken to date	te Stub credits to date
	30 days (3) \$7,326.55	Get   Ap	ply to Select	☐Apply to Selection in Output Layout	yout
	45 days (6) \$28,889.34	Get Invoice	Invoice specific notes		Invoice specific keyword
***************************************	60 days (3) \$72,010.77	9/21/9 Get	9/21/98, no item left on po	2	
	90 days (3) \$1,124.43	Get			+ 1
•	₹	(Get		•	<b>Clip</b>

FIG. 144 C

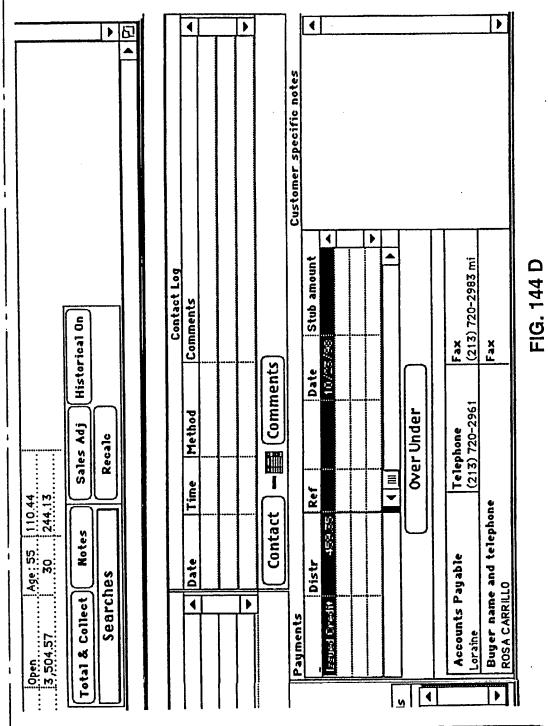


FIG. 145

FIG. 145 A	FIG. 145 B	FIG. 145 C	FIG. 145 D
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M <b>Y</b> S date	Mega PO	Cust Name/PO	Term-BTO	Item Sold Description / Mfr
10/2/97	1-1-4-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1-1	UNION BANK OF CA	LIFORNIA	VECTRA VL5 DT 5/166 MMX 16M
M97-25641	NoP	6310009524	N10	HP PC'S
1/8/97		ORACLE		TRNSCVR MICRO MOD 10B5
M97-24289	NoP	230419	N45	DIGI
00/00/00	***************			APEX 4.6GB PCI INT 5.25HH SCS
M96-21656	N₀P			PINNACLE MICRO
00/00/00	••••			OMDR 4.6GB OPTL MED REWRITAB
M96-21656	NoP			PINNACLE
1/8/97		Goldman, Sachs		PC-TRAC PS/2 TRACKBALL
M97-24287	N₀P	S0108C820	N30	MICROSPEED INC.
00/00/00	***************************************			RECORD ABLE BLANK CD 650MB 43
M96-22125	NoP			SONY CORPORATION OF AMERICA
1/8/97		PACIFIC BELL BAY	' UNIT	LASERJET TONER 4 4M 4PLUS 4M
M97-24288	NoP	AJOEN95	N10	HP PRINTERS
1/8/97	***************************************	ORACLE	44	8-PORT 10BT ETH HUB
M97-24289	N₀P	230419	N45	DIGI
00/00/00	********************			CDQ-74SZ RECORD ABLE 10-PK SIL
M96-22758	NoP			SONY MEDIA
00/00/00	***************************************		******************************	LS-120 DRIVE 3.5HH 120MB READ
M96-22875	N₀P			COMPAQ COMPUTER CORPORATIO
00/00/00	***************************************		***************************************	LASERJET 5SI 5SIMX TONER CAR
M96-23636	NoP			HP PRINTERS
00/00/00				DLT COMPACTAPE HIXT 30GB 7PH
M96-23639	NoP			ADIC
00/00/00	***************************************			EZ135 135MB CARTRIDGE SNGL P
M96-23704	N₀P			SYQUEST

FIG. 145 A

ttems Sold: 1	3138 01 1.	31		
Qty	Sprice	Weight/ETA	Scost / Pcost	Vendor/Conf
2500 24XCD WFW W	**********************		1,229.00	Merisel
i1			1,227.00	
***************************************	*************************		44.28	Merisel
i1i			44.00	055172
MB 17MS W/SCSII			1,434.07	TECHDATA
1			1,370.00	87918
***************************************			162.05	
2			138.00	055826
***************************************	****		66.14	MicroD
2				50-811
K 74 MINUTES			6.76	MicroD
20			5.85	
IS YIELD-6800 PAG			89.00	Merisel
2				055172
***************************************	***************************************	***************************************	204.12	Merisel
<u> </u>			199.00	055172
REEN COMPATIBLE	************************	***************************************	59.36	TECHDATA
<u> </u>			59.50	55918
RITEABLE TO 1.44MB	***************************************		194.87	MicroD
			193.00	84003
GE	***********************		157.21	TECHDATA
<u> </u>			157.00	
	***************************************		295.54	TECHDATA
<u> </u>			<b>295.00</b>	73840
RD DISK CART FOR	***************************************		19.00	TECHDATA
10			17.30	

FIG. 145 B

Mfr / Vendor(PN	) Lprice/Lcost	Rebate
D4594B#ABA		Test
27809	***************************************	
MIL4340M		Test
62704		
APEX4.6GBPCI		Test
630172		
OMDR 4.6 GB		Test
79769		
PD-250		Test
256226		
CDQ-74A		Test
314732		
92298 A		Test
40901		
MIL4710H		Test
02223		
CDQ-74SZ		Test
803339		
185061-001		Test
437119		
C3909A 546065		Test
	:	<u> </u>
39-1050-11	: :	Test
048400		<u> </u>
S107793/SQ135 789369		Test
787567		<u> </u>

FIG. 145 C

		6
Special	Pcomments	
***************************************	»CustRetType:Lost in transit	
***************************************		
********************		
***************************************		
	ETA: AS SOON AS POSSIBLE:	
***************************************		
***************************************		
*		
***************************************		
*****************************		
***************************************	***************************************	
***************************************		
		Б

FIG. 145 D

401/431-

FIG. 146

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407/43,-

M <b>Y</b> S date M	ega PO	Cust Name/PO *	Term-BTO	Item sold Description /
10/2/97	· · · · · · · · · · · · · · · · · · ·	UNION BANK OF CALIF	ORNIA	VECTRA VL5 DT 5/166 MMX
M97-25641	NoP	6310009524	N10	HP PC'S
1/8/97	······	ORACLE	· * · · · · · · · · · · · · · · · · · ·	TRNSCVR MICRO MOD 10B5
M97-24289	NoP	230419	N45	DIGI
00/00/00	·····	<b></b>	· ••••••••••••••••••••••••••••••••••••	APEX 4.6GB PCI INT 5.25HH
M96-21656	NoP			PINNACLE MICRO
00/00/00	ý	•		OMDR 4.6GB OPTL MED REWE
M96-21656	NoP			PINNACLE
1/8/97	<b>V</b>	Goldman, Sachs	.^	PC-TRAC PS/2 TRACKBALL
M97-24287	NoP	S0108C820	N30	MICROSPEED INC.
00/00/00	<b>V</b>	•	•••••••••	RECORD ABLE BLANK CD 650
M96-22125	NoP			SONY CORPORATION OF AME
1/8/97	·····	PACIFIC BELL BAY U	ΥΙΤ	LASERJET TONER 4 4M 4PLU
M97-24288	NoP	AJ0EN95	N10	HP PRINTERS
1/8/97	······································	ORACLE		8-PORT 10BT ETH HUB
M97-24289	NoP	230419	N45	DIGI
00/00/00	······	•		CDQ-74SZ RECORD ABLE10-F
M96-22758	NoP			SONY MEDIA
00/00/00	<b>y</b>	÷		LS-120 DRIVE 3.5HH 120MB
M96-22875	NoP			COMPAQ COMPUTER CORPOR
00/00/00	·	<b>.</b>		LASERJET 5SI 5SIMX TONER
M96-23636	NoP			HP PRINTERS
00/00/00	·•••••••••••••••••••••••••••••••••••••	•		DLT COMPACTAPE HIXT 30G
M96-23639	NoP		<u> </u>	ADIC
00/00/00	· • · · · · · · · · · · · · · · · · · ·	•••••••••••	·×··························	EZ135 135MB CARTRIDGE S
M96-23704	NoP			SYQUEST

FIG. 146 A

403/431-

lfr Qty	Order/ET	A Epd ETA/Status	Epd Conditio
6MB M2500 24XCD		6/17/98	
1		Back order	
	1/8/97		
1			
S12 4.5MB 17MS V	//SCS 1/21/97		
1			
T ABLE	2/3/97		
2_	•		
	1/9/97	i i	
2			
3 4X 1PK 74 MINUT	ES 2/10/97		
20			
4M PLUS YIELD-61	800 P 1/8/97		
2			
	1/8/97		
1			
SILK SCREEN COMP	ATIBL 8/15/96		
EAD/WRITEABLE TO	0 1.44 1/8/97	*******	
<u>i1</u>			
ARTRIDGE	1/21/97		
1			
7PK	10/8/96		
1		Open source comple	te
L PK HARD DISK CA	ART FO 1/21/97		*****
10			

FIG. 146 B

404/43,-

MIL4340M Merisel 62704 05517214  APEX4.6GBPCI TECHDATA 630172 8791827  OMDR 4.6 GB Merisel 79769 05582632  PD-250 MicroD 256226 50-81179  CDQ-74A MicroD 314732 92298A Merisel 40901 05517214  MIL4710H Merisel 02223 05517214  CDQ-74SZ TECHDATA 803339 5591827  185061-001 MicroD 437119 8400326	omments	
27809       6123589         MIL4340M       Merisel         62704       05517214         APEX4.6GBPCI       TECHDATA         630172       8791827         0MDR 4.6 GB       Merisel         79769       05582632         PD-250       MicroD         256226       50-81179         CDQ-74A       MicroD         314732       92298A         Merisel       40901         MIL4710H       Merisel         02223       05517214         CDQ-74SZ       TECHDATA         803339       5591827         185061-001       MicroD         437119       8400326		
MIL4340M Merisel 62704 05517214  APEX4.6GBPCI TECHDATA 630172 8791827  OMDR 4.6 GB Merisel 79769 05582632  PD-250 MicroD 256226 50-81179  CDQ-74A MicroD 314732 92298A Merisel 40901 05517214  MIL4710H Merisel 02223 05517214  CDQ-74SZ TECHDATA 803339 5591827  185061-001 MicroD 437119 8400326		
62704 05517214  APEX4.6GBPCI TECHDATA 630172 8791827  OMDR 4.6 GB Merisel 79769 05582632  PD-250 MicroD 256226 50-81179  CDQ-74A MicroD 314732  92298A Merisel 40901 05517214  MIL4710H Merisel 02223 05517214  CDQ-74SZ TECHDATA 803339 5591827  185061-001 MicroD 437119 8400326		•
APEX4.6GBPCI TECHDATA 630172 8791827  0MDR 4.6 GB Merisel 79769 05582632  PD-250 MicroD 256226 50-81179  CDQ-74A MicroD 314732 92298A Merisel 40901 05517214  MIL4710H Merisel 02223 05517214  CDQ-74SZ TECHDATA 803339 5591827  185061-001 MicroD 437119 8400326		•
630172 8791827  0MDR 4.6 GB Merisel 79769 05582632  PD-250 MicroD 256226 50-81179  CDQ-74A MicroD 314732  92298A Merisel 40901 05517214  MIL4710H Merisel 02223 05517214  CDQ-74SZ TECHDATA 803339 5591827  185061-001 MicroD 437119 8400326		·
OMDR 4.6 GB       Merisel         79769       05582632         PD-250       MicroD         256226       50-81179         CDQ-74A       MicroD         314732       92298A         Merisel       40901         MIL4710H       Merisel         02223       05517214         CDQ-74SZ       TECHDATA         803339       5591827         185061-001       MicroD         437119       8400326		
79769 05582632  PD-250 MicroD 256226 50-81179  CDQ-74A MicroD 314732 92298A Merisel 40901 05517214  MIL4710H Merisel 02223 05517214  CDQ-74SZ TECHDATA 803339 5591827  185061-001 MicroD 437119 8400326		·
PD-250 MicroD 256226 50-81179  CDQ-74A MicroD 314732 92298A Merisel 40901 05517214  MIL4710H Merisel 02223 05517214  CDQ-74SZ TECHDATA 803339 5591827  185061-001 MicroD 437119 8400326		
256226 50-81179  CDQ-74A MicroD  314732 92298A Merisel 40901 05517214  MIL4710H Merisel 02223 05517214  CDQ-74SZ TECHDATA 803339 5591827  185061-001 MicroD 437119 8400326		·
CDQ-74A MicroD 314732 92298A Merisel 40901 05517214 MIL4710H Merisel 02223 05517214 CDQ-74SZ TECHDATA 803339 5591827 185061-001 MicroD 437119 8400326		·
314732		
92298A Merisel 40901 05517214  MIL4710H Merisel 02223 05517214  CDQ-74SZ TECHDATA 803339 5591827  185061-001 MicroD 437119 8400326		
40901     05517214       MIL4710H     Merisel       02223     05517214       CDQ-74SZ     TECHDATA       803339     5591827       185061-001     MicroD       437119     8400326		
MIL4710H Merisel 02223 05517214  CDQ-74SZ TECHDATA 803339 5591827 185061-001 MicroD 437119 8400326		
02223       05517214         CDQ-74SZ       TECHDATA         803339       5591827         185061-001       MicroD         437119       8400326		
CDQ-74SZ TECHDATA 803339 5591827 185061-001 MicroD 437119 8400326		
803339 5591827 185061-001 MicroD 437119 8400326	***************************************	
185061-001 MicroD 437119 8400326		
437119 8400326		
C3909A TECHDATA		
COSOSTI ILCIDATA		
546065 5591827		
39-1050-11 TECHDATA		
048400 7384066		
S107793/SQ135 TECHDATA		
789369 5591827		

FIG. 146 C

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FIG. 147

FIG. 147 A	FIG. 147 B	FIG. 147 C
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MYS date Mega PO	Cust Name/PO *Term-BTO
10/2/97	UNION BANK OF CALIFORNIA
M97-25641 NoP	6310009524 N10
1/8/97	ORACLE
M97-24289 NoP	230419 N45
00/00/00	
M96-21656 NoP	
00/00/00	
M96-21656 NoP	
1/8/97	Goldman, Sachs
M97-24287 NoP	S0108C820 N30
00/00/00	
M96-22125 NoP	
1/8/97	PACIFIC BELL BAY UNIT
M97-24288 NoP	AJOEN95 N10
1/8/97	ORACLE
M97-24289 NoP	230419 N45
00/00/00	•
M96-22758 N₀P	
00/00/00	•
M96-22875 NoP	
00/00/00	•
M96-23636 NoP	
00/00/00	•
M96-23639 NoP	
00/00/00	
M96-23704 NoP	
1	

FIG. 147 A

	<b>It</b> ems	Sold: 13138	of 131
ltem sold Description	/ MfrPS	NumQty	Order/ETA
VECTRA VL5 DT 5/166 MN	MX 16MB M2	500 24XCD WFW W	10/2/97
HP PC'S		11	
TRNSCVR MICRO MOD 10B	5	***************************************	1/8/97
DIGI		1	
APEX 4.6GB PCI INT 5.25H	H SCS 12 4.51	MB 17MS W/SCSI	1 1/21/97
PINNACLE MICRO		1	
OMDR 4.6GB OPTL MED RE	WRITABLE		2/3/97
PINNACLE	·····	2	
PC-TRAC PS/2 TRACKBAL	LL.		1/9/97
MICROSPEED INC.		2	
RECORD ABLE BLANK CD 65	50MB 4X 1PK	74 MINUTES	2/10/97
SONY CORPORATION OF AN		20	
LASERJET TONER 4 4M 4P		VIFI D-6800 PAG	1 /8 /97
HP PRINTERS	100 11	2	
8-PORT 108T ETH HUB		· · · · · · · · · · · · · · · · · · ·	1/8/97
DIGI		<u> </u>	
CDQ-74SZ RECORD ABLE 10	P-BK SILK SU	PEEN COMPATIRI F	8/15/96
SONY MEDIA		EEN CONTRATIONS	10710720
LS-120 DRIVE 3.5HH 120N	AD DE AD /WD	TEADLE TO 1 44M	1 /0 /97
COMP AQ COMPUTER CORP	••••••••	1	11/0/31
			14 /04 /07
LASERJET 5SI 5SIMX TONI HP PRINTERS	ER CAKTKIDU	<u>t</u> 1	1/21/97
	1		1
DLT COMPACTAPE HIXT 30	OGB 7PK		10/8/96
ADIC		<u> </u>	
EZ135 135MB CARTRIDGE SYQUEST	SNGL PK HAR	**************	1/21/97
	<u> </u>	110	•

FIG. 147 B

Mfr/Vendor P	Vendor/Conf	dition / Roomments
D4594B#ABA	Merisel	
27809	6123589	
MIL4340M	Merisel	
62704	05517214	
APEX4.6GBPCI	TECHDATA	
630172	8791827	
OMDR 4.6 GB	Merisel	
79769	05582632	
PD-250	MicroD	
256226	50-81179	
CDQ-74A	MicroD	
314732		
92298A	Merisel	
40901	05517214	
MIL4710H	Merisel	
02223	05517214	
CDQ-74SZ	TECHDATA	
803339	5591827	
185061-001	MicroD	
437119	8400326	
C3909A	TECHDATA	
546065	5591827	
39-1050-11	TECHDATA	
048400	7384066	
\$107793/SQ13	TECHDATA	
789369	5591827	

FIG. 147 C

409/431-

FIG. 148

MVS date Meg	ja PO Co	ıst Name/PO *	Term-BTO
10/2/97	U	NION BANK OF CAL	LIFORNIA
M97-25641 No	P 63	10009524	N10
1/8/97	OF	RACLE	
M97-24289 No	P 23	30419	N45
00/00/00			
M96-21656 No	P		
00/00/00			
M96-21656 No	P		
1/8/97		oldman, Sachs	••••••
M97-24287 No	P SO	0108C820	N30
00/00/00			
M96-22125 No	P .		
1/8/97		ACIFIC BELL BAY	*************************
M97-24288 No	P A	JOEN95	N10
1/8/97	OF	RACLE	
M97-24289 No	P 23	30419	N45
00/00/00		•••••	
M96-22758 No	P		
00/00/00		***************************************	**************************
M96-22875 No	P .		
00/00/00		***************************************	
M96-23636 N	P		
00/00/00		***************************************	
M96-23639 N	oP		<u> </u>
00/00/00		***************************************	······
M96-23704 N	P		
<b>4</b> IIII			

FIG. 148 A

### 41/475-

tem sold Description / Mfr		Mfr/Vendor PN	Vandar /Can
VECTRA VL5 DT 5/166 MMX 16MB N	<b>Qty</b> 42500 24400 WEW W		Merisel
4P PC'S	1	27809	6123589
TRNSCVR MICRO MOD 10B5		MIL4340M	Merise1
DIGI	i1	62704	05517214
APEX 4.6GB PCI INT 5.25HH SCSI2 4	5MR 17MS W/SCSI	APEX4 6GBPCI	TECHDATA
PINNACLE MICRO	1	630172	8791827
OMDR 4.6GB OPTL MED REWRITABLE		OMDR 4.6 GB	Merisel
PINNACLE	2	79769	05582632
PC-TRAC PS/2 TRACKBALL		PD-250	MicroD
MICROSPEED INC.	2	256226	50-81179
RECORD ABLE BLANK CD 650MB 4X 1	PK 74 MINUTES	CD0-74A	MicroD
SONY CORPORATION OF AMERICA	20	314732	
LASERJET TONER 4 4M 4PLUS 4M PL	LUS YIELD-6800 PAG	92298A	Merisel
HP PRINTERS	2	40901	05517214
8-PORT 10BT ETH HUB		MIL4710H	Merisel
DIGI	Ĭ1	02223	05517214
CDQ-74SZ RECORD ABLE 10-PK SILK	SCREEN COMPATIBLE	CDQ-74SZ	TECHDATA
SONY MEDIA	1	803339	5591827
LS-120 DRIVE 3.5HH 120MB READ/\	WRITE ABLE TO 1.44M	185061-001	MicroD
COMPAQ COMPUTER CORPORATION	1	437119	8400326
LASERJET 5SI 5SIMX TONER CARTR	IDGE	C3909A	TECHDATA
HP PRINTERS	[1	546065	5591827
DLT COMPACTAPE IIIXT 30GB 7PK		39-1050-11	TECHDATA
ADIC	Ĭ1	048400	7384066
EZ135 135MB CARTRIDGE SNGL PK I	HARD DISK CART FOR	\$107793/\$0135	TECHDATA
SYQUEST	10	789369	5591827

FIG. 148 B

4/2/435

lnsta11/n	ate Install Gro	un leamments	/ FTA	E
Test	ate instant or o	dp rediments /	-	Ξ
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Test				
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FIG. 148 C

413/43/

FIG. 149

FIG. 149 A   FIG. 149 B   FIG. 149 C
--------------------------------------

M <b>¥</b> S date	Mega PO	Cust Name/PO *	Term-BTO	Item sold Description / Mfr
10/2/97		UNION BANK OF CAI		VECTRA VL5 DT 5/166 MMX 16MI
M97-25641	N₀P	6310009524	N10	HP PC'S
1/8/97		ORACLE		TRNSCVR MICRO MOD 10B5
M97-24289	NoP	230419 .	N45	DIGI
00/00/00	***************************************			APEX 4.6GB PCI INT 5.25HH SCS12
M96-21656	N₀P			PINNACLE MICRO
00/00/00			********************************	OMDR 4.6GB OPTL MED REWRIT AB
M96-21656	NoP	<u> </u>		PINNACLE
1/8/97	······································	Goldman, Sachs		PC-TRAC PS/2 TRACKBALL
M97-24287	NoP	S0108C820	N30	MICROSPEED INC.
00/00/00	······			RECORD ABLE BLANK CD 650MB 43
M96-22125	NoP			SONY CORPORATION OF AMERICA
1/8/97	······································	PACIFIC BELL BAY		LASERJET TONER 4 4M 4PLUS 4M
M97-24288	NoP	AJOEN95	N10	HP PRINTERS
1/8/97	······································	ORACLE	······································	8-PORT 10BT ETH HUB
M97-24289	NoP	230419	N45	DIGI
00/00/00	·····×·························		***************************************	CDQ-74SZ RECORDABLE10-PK SIL
M96-22758	NoP			SONY MEDIA
00/00/00	***************************************			LS-120 DRIVE 3.5HH 120MB READ
M96-22875	NoP			COMPAQ COMPUTER CORPORATIO
00/00/00				LASERJET 5SI 5SIMX TONER CART
M96-23636	N₀P	<u> </u>		HP PRINTERS
00/00/00				DLT COMPACTAPE HIXT 30GB 7PK
M96-23639	N₀P	<u> </u>		ADIC ,
00/00/00	***************************************			EZ135 135MB CARTRIDGE SNGL P
M96-23704	.Nvb	<u> </u>		SYNUFST

FIG. 149 A

s Sold: 13138	of 131		
Qty	Mfr/Vendor PN	Vendor/Conf	*Order/R
12500 24XCD WFW W	D4594B#ABA	Merisel	10/2/97
1	27809	6123589	
	MIL4340M	Merisel	1/8/97
1	62704	05517214	
5MB 17MS W/SCSI	APEX4.6GBPCI	TECHDATA	1/21/97
1	630172	8791827	
	OMDR 4.6 GB	Merisel	2/3/97
2	79769	05582632	
	PD-250	MicroD	1/9/97
2	256226	50-81179	
PK 74 MINUTES	CDQ-74A	MicroD	2/10/97
20	314732		
US YIELD-6800 PAG	92298A	Merisel	1/8/97
2	40901	05517214	
	MIL4710H	Merisel	1/8/97
[1	02223	05517214	
CREEN COMPATIBLE	CDQ-74SZ	TECHDATA	8/15/96
<u> </u>	803339	5591827	
RITEABLE TO 1.44M	185061-001	MicroD	1/8/97
1	437119	8400326	
OGE	C3909A	TECHDATA	1/21/97
1	546065	5591827	
	39-1050-11	TECHDATA	10/8/96
<u> </u>	048400	7384066	
IARD DISK CART FOR	\$107797/\$0175	<del>:</del>	1/21/97
10	789369	5591827	

FIG. 149 B

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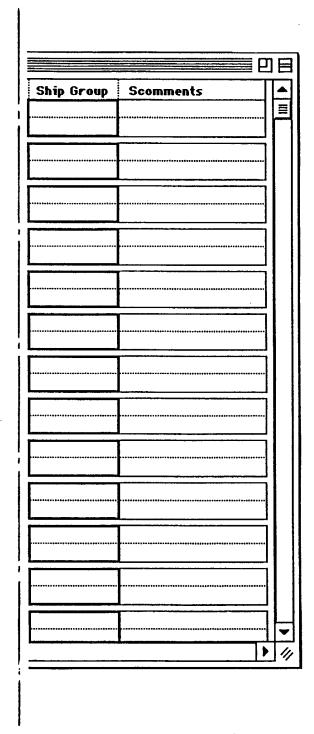
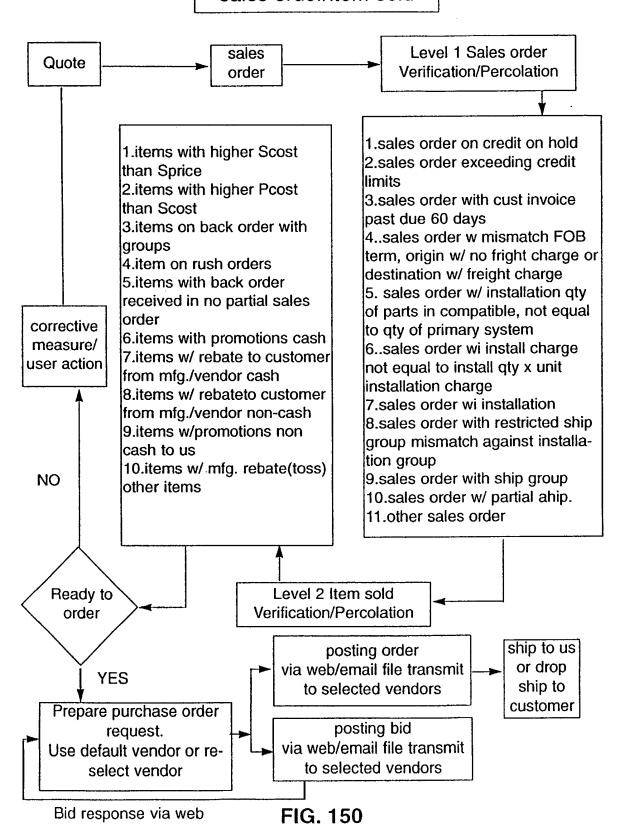
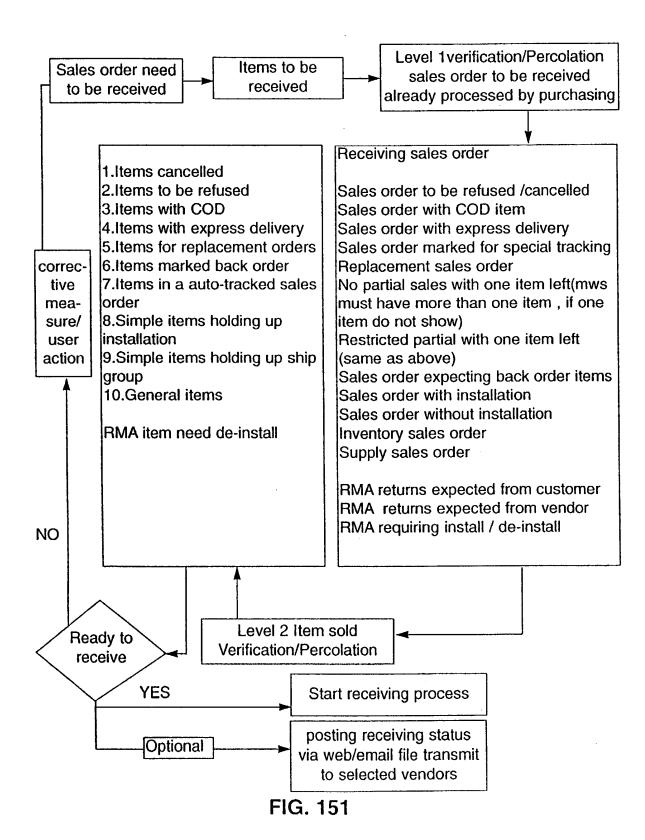


FIG. 149 C

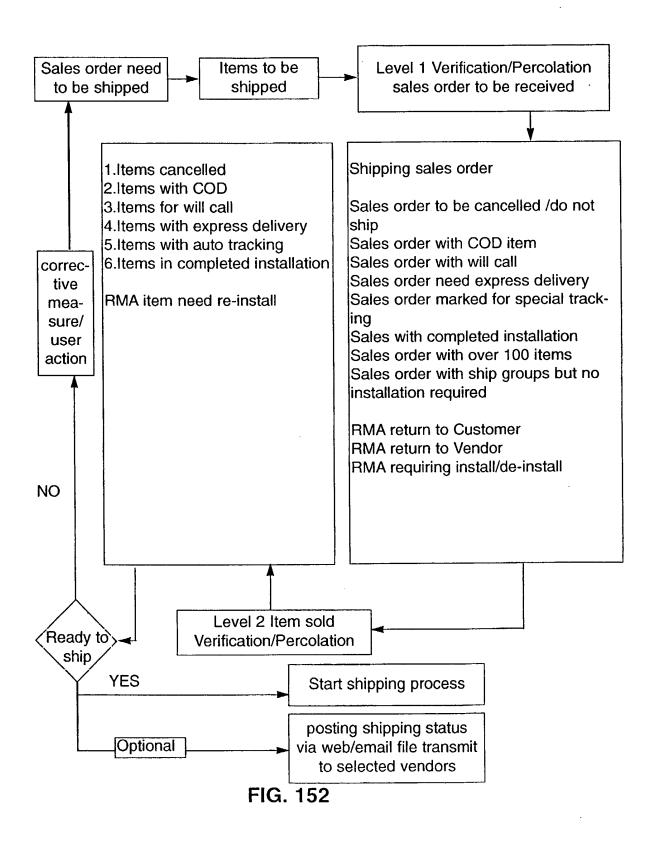
## Percolation/Verification sales order/item sold



#### Percolation/Verification Receiving



# Percolation/Verification Shipping



## Percolation/Verification Installation/Assemble

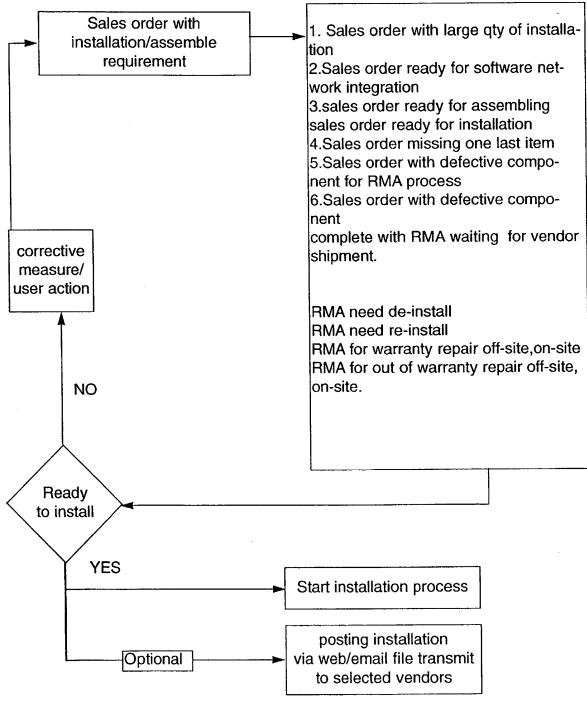


FIG. 153

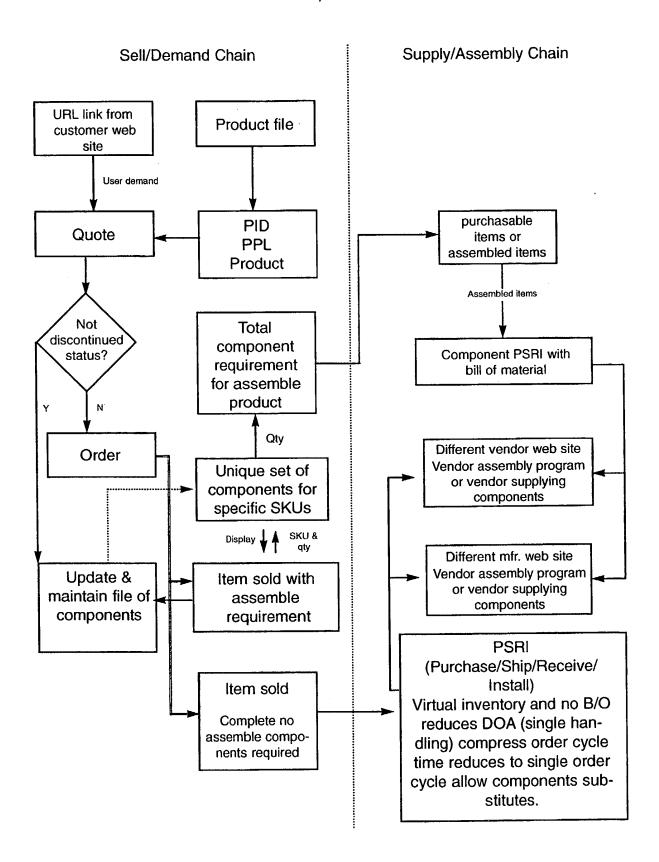


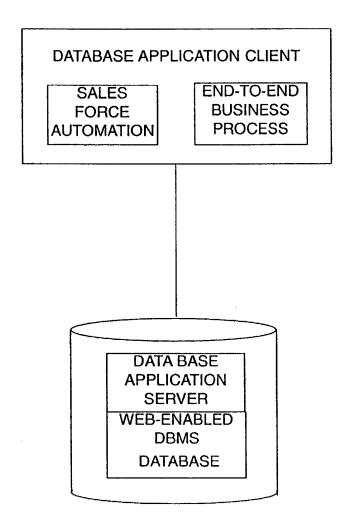
FIG. 154

Cust. Business Activities	Busiest Period	Week Month	Slowest Period	Week Month									Digital file	Activate
Cust. Access group	Supervisor Access List name	3.	Universal Access	Individual Access									Digital file	Activate
Cust. Security	Self	Vendor	Encryption	SET	Security Certificate	NAV	Inside Firewall						Digital file	Activate
Cust. Payment	Retrieve	Credit	Cr. card frequency limit	Cr. card \$ limit	Check	EFT \$ limit	Weekly	Daily	Monthly				Digital file	Activate
Cust. Cr. memo	Issued Internal External												Digital file	Activate
Cust. Invoice	Retrieve	Fax	Mail	Web download	Cr. apply to inv.	Replace invoice	Frequency Weekly Daily						Digital file	Activate
Cust. Tracking	Serial #	\$ limit Per tracking	Duration	Qty limit Per tracking									Digital file	Activate
Cust. Shipping	Method UPS Fedev	AirBorne Truck	Pick up	Hand Carry	Deliver with- in building	Drop Ship	Destina- tion	Origin	Loading Dock	Packing slip	Partial	Label Detail general	Digital file	Activate
Cust. Service & Repair	On-site	Off-site	Labor \$ on site	Labor \$ off site	Part stock	Part charge	Duration 2, 4, 8, 24, 48, 72 hrs	Service contract	1, 2, 3 yr				Digital file	Activate
Cust. RMA	Create	Save/ retrieve	Modify	Submit	\$ limit Per RMA	Qty limit Per day	Frequency limit RMA/day	Standard guide	Auto approved	Packing slip			Digital file	Activate
Cust. Report	RMA customer not shipped	RMA cust.not received	RMA summary	PO summary	B/O summary	Tracking report	Period limit	Oty report	Ship report	Rec'd report	Acct. invoice	Payment	Digital file	Activate
Cust. Order	Place	1.	Adden- dum	3.5.	Retrieve	1. 2. 3.	Cancel	\$ limit Per order	Oty limit Per day	Frequency limit Order/day	Tracking order Per month	Eval	Digital file	Activate
Cust. Quote	Create	3.	Save/ retrieve	1. 2. 3.	Modify	3.	Submit	\$ limit per quote	Oty limit Per day	Frequency limit Quote/day	Archive limit Per month	Eval	Digital file	Activate
Cust. Price update	Frequency Daily	Weekly	Monthly	Minimum \$ update \$	Show new product	Show discount product	Pricing update	Cost plus Fixed price	mfr. specific	Show all product	PPL	PID	Digital file	Activate
Task	Corporate V/N selection													

FIG. 155

Vendor Business Activities	Busiest Period	Week Month	Slowest Period	Week Month									Digital file	Activate
Vendor Access group	Supervisor Access List name	1. 2. 3.	Universal Access	Individual Access									Digital file	Activate
Vendor Security	Self	Vendor	Encryption	SET	Security Certificate	VPN	Inside Firewall						Digital file	Activate
Vendor Payment	Retrieve	Credit	Cr. card frequency limit	Cr. card \$ limit	Check	EFT \$ limit	Weekly	Daily	Monthly				Digital file	Activate
Vendor Cr. memo	Issued Internal External						·						Digital file	Activate
Vendor Invoice	Retrieve	Fax	Maii	Web download	Cr. apply to inv.	Replace invoice	Frequency Weekly Daily						Digital file	Activate
Vendor Tracking	Serial #	\$ limit Per tracking	Duration	Qty limit Per tracking									Digital file	Activate
Vendor Shipping	Method UPS	AirBorne Truck	Pick up	Hand Carry	Deliver with- in building	Drop Ship	Destina- tion	Origin	Loading Dock	Packing slip	Partial	Label Detail general	Digital file	Activate
Vendor Service & Repair	On-site	Off-site	Labor \$ on site	Labor \$ off site	Part stock	Part charge	Duration 2, 4, 8, 24, 48, 72 hrs	Service	1, 2, 3 yr				Digital file	Activate
Vendor	Create	Save/ retrieve	Modify	Submit	\$ limit Per RMA	Qty limit Per day	Frequency limit RMA/day	Standard guide	Auto approved	Packing slip			Digital file	Activate
Vendor Report	RMA customer not shipped	RMA cust.not received	RMA summary	PO summary	B/O summary	Tracking report	Period limit	Oty report	Ship report	Rec'd report	Acct. invoice	Payment	Digital file	Activate
Vendor Order	Place	3.	Adden- dum	3.2	Retrieve	3.2.	Cancel	\$ limit Per order	Oty limit Per day	Frequency limit Order/day	Tracking order Per month	Eval	Digital file	Activate
Vednor Quote	Create	1.	Save/ retrieve	3.	Modify	3.	Submit	\$ limit per quote	Oty limit Per day	Frequency limit Quote/day	Archive limit Per month	Eval	Digital file	Activate
Vendor Price update	Frequency Daily	Weekly	Monthly	Minimum \$ update \$	Show new product	Show discount product	Pricing update	Cost plus Fixed price	mfr. specific	Show all product	PPL	PID	Digital file	Activate
Task						ction	ələs V\Y	orate	Corp					

FIG. 156



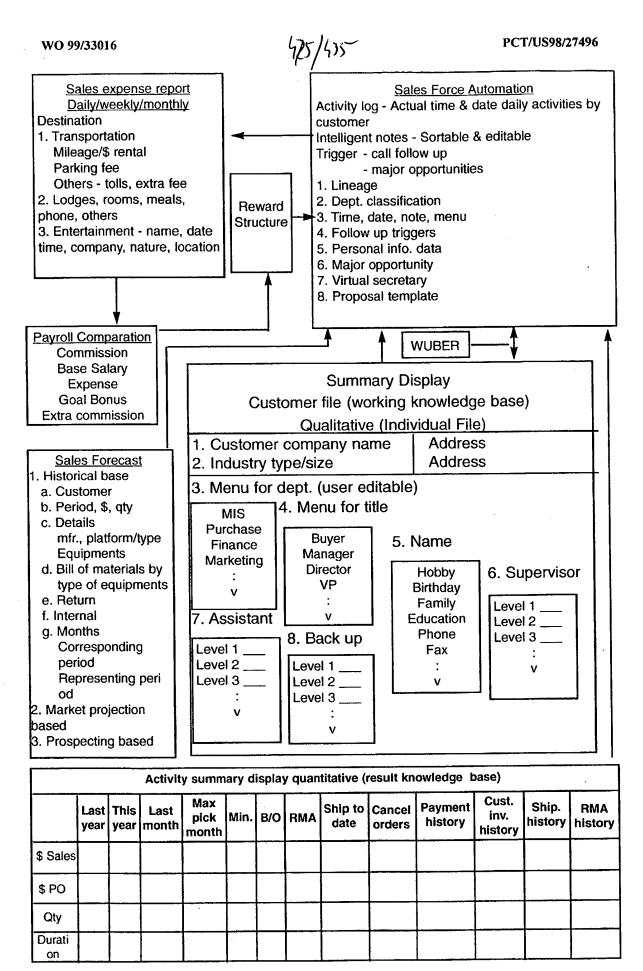


FIG. 158

FIG. 159

FIG. 159A
FIG. 159B
FIG. 159C

	Return Type Table – page 1/2 🚞	/2
Tadu_	SubType	Condition
Exchange	Exchange different product	Original Product Not Opened
Exchange	Exchange different product	Original Product Opened No Box Left
Exchange	Exchange different product	Original Product Opened Not Used
Exchange	Exchange different product	Original Product Opened Used
Exchange	Exchange same product	Not Opened
Exchange	Exchange same product	Opened No Box Left
Exchange	Exchange same product	Opened Not Used
Exchange	Exchange same product	Opened Used
Never been shipped	Inventory	Transfer to other orders
Never been shipped	Wrong product received	Keep in inventory
Never been shipped	Wrong product received	Ship back to vendor
Other	Other	Other
Repair/replace	Out of Warranty	Depot parts required
Repair/replace	Out of Warranty	Depot service only

FIG. 159 A

Repair/replace	Out of Warranty	On site parts required
Repair/replace	Out of Warranty	On site service only
Repair/replace	Under Warrenty	Depot parts required
Repair/replace	Under Warranty	Depot service only
Repair/replace	Under Warranty	On site parts required
Repair/replace	Under Warranty	On site service only
Return for credit.	Credit card	Not Opened
Return for credit	Credit card	Opened No Box Left
Return for credit	Credit card	Opened Not Used
Return for credit	Credit card	Opened Used
Return for credit.	Credit memo	Not Opened
Return for credit	Credit memo	Opened No Box Left
Return for credit	Credit memo	Opened Not Used
Return for credit	Credit memo	Opened Used

FIG. 159 B

	===== Keturn lype lable - page 2/2	[ ]
Shipping related	Damaged	Coming back to us
Shipping related	Damaged	Directly back to vendor
Shipping related	Damaged	Need repair
Shipping related	Damaged	Will hold until replacement
Shipping related	Duplicate shipment	Coming back to us,
Shipping related	Duplicate shipment	Directly back to vendor
Shipping related	Duplicate shipment	Will issue new PO
Shipping related	Lost	File claim by customer
Shipping related	Lost	File claim by Mega Network
Shipping related	Lost	File claim by vendor
Shipping related	Refused	Coming back to us
Shipping related	Refused	Directly back to vendor
Shipping related	Wrong Address	Coming back to us
Shipping related	Wrong Address	Directly back to vendor

FIG. 159 C

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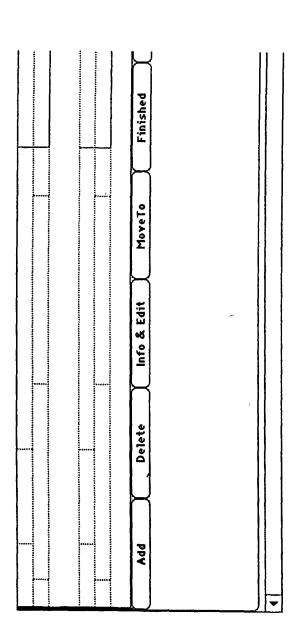
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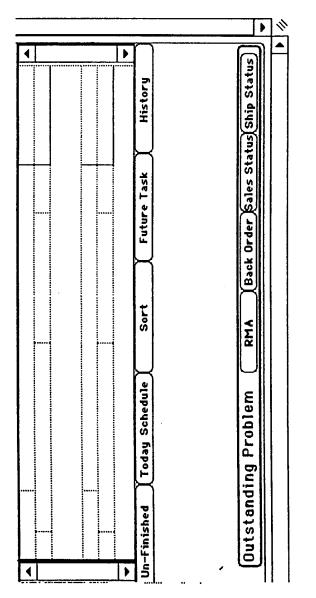
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## INTERNATIONAL SEARCH REPORT

International application No. PCT/US98/27496

	SSIFICATION OF SUBJECT MATTER		
` '	:G06F 17/60, 15/46; G06K 5/00 :705/34; 235/380; 364/468.02		
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C. DOC	UMENTS CONSIDERED TO BE RELEVANT		
Category*	Citation of document, with indication, where app	propriate, of the relevant passages	Relevant to claim No.
Y	US 5,621,201 A (LANGHANS et al.)	15 April 1997, col. 16, lines	¹ -79
	14-23		
Y	US 5,311,438 A (SELLERS et al.) 10	May 1994 col 70 lines 30	1-79
1	37, 48-52; co l. 71, lines 1-7.	(viay 1774, coi. 70, inics 50°	1-17
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Furtl	her documents are listed in the continuation of Box C.	See patent family annex.	
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